



# Big South Fork National River and Recreation Area Visitor Study

*Fall 2012*

Natural Resource Report NPS/NRSS/EQD/NRR—2013/671



**ON THE COVER**

Charit Creek Lodge is a historical rustic wilderness lodge located in the gorge of the Big South Fork, accessible by hiking, mountain biking and horseback riding trails

Photograph courtesy of Big South Fork National River and Recreation Area.

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# **Big South Fork National River and Recreation Area Visitor Study**

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## Executive Summary

This visitor study report profiles a systematic random sample of Big South Fork National River and Recreation Area (NRRA) visitors during September 4-10 and 20-23, 2012. A total of 751 questionnaires were distributed to visitor groups. Of those, 474 questionnaires were returned, resulting in a 63.1% response rate.

<b>Group size and type</b>	Forty-four percent of visitor groups consisted of two people and 32% were in groups of four or more. Fifty-two percent of visitor groups consisted of family groups.
<b>State of residence</b>	United States visitors were from 21 states and comprised 99.6% of total visitation during the survey period, with 57% from Tennessee. Forty-four percent of visitor groups were residents of the area (within 50 miles of the park).
<b>Year of first visit and frequency of visits</b>	Sixty-five percent of visitors first visited the park in 2001-2012. Forty-four percent had visited five or more times in their lifetime, and for 36%, this was their first visit.
<b>Age, gender, ethnicity, race, and educational level</b>	Forty-eight percent of visitors were ages 46-65 years, 17% were 31-45 years old, 13% were 66 years or older, and 12% were ages 15 years or younger. Fifty-four percent of visitors were female. One percent were Hispanic or Latino. Ninety-six percent of visitors were White.
<b>Awareness of park prior to visit</b>	Prior to their visit, 69% of visitor groups were aware of food storage regulations in bear country at Big South Fork NRAA. During their visit, 66% of visitor groups learned about bear country food storage regulations from rangers, brochures, exhibits, or by other means.
<b>Information sources</b>	Most visitor groups (83%) obtained information about the park prior to their visit through friends/relatives/word of mouth (52%), previous visits (43%), and the park website (34%). Most visitors (92%) received the information they needed. Fifty-six percent of visitor groups would prefer to use the park website to obtain information for a future visit.
<b>Park as destination</b>	During the on-site interview, 75% of visitor groups said the park was their primary destination and 13% said the park was one of several destinations.
<b>Primary reason for visiting the area</b>	The most common primary reasons for visiting Big South Fork NRRA area among non-resident visitor groups were to visit the park (55%) and visit friends/relatives in the area (9%).
<b>Reason why Big South Fork NRRA was chosen as destination</b>	Sixty-two percent of visitor groups chose to visit the park because of the scenery and 37% visited because the park was the area that was closest to home.
<b>Adequacy of directional signs to and within the park</b>	Visitor groups rated directional signs in the following locations as "adequate": in the park (81%), on state highways (72%), in local communities (68%), and on interstates (57%).

## Executive Summary (continued)

<b>Transportation</b>	Seventy-six percent of visitor groups used one vehicle to arrive at the park, while 14% used two vehicles.
<b>Overnight stays</b>	Forty-seven percent of visitor groups stayed overnight inside Big South Fork NRRA or in the area (within 50 miles of the park). Of the visitor groups that stayed inside the park, 58% stayed one or two nights, and 52% RV/trailer/ tent camped in a developed campground. Of the visitor groups that stayed in the area, 62% stayed one or two nights, and 62% stayed in a lodge, hotel, rented condo/come, cabin, or B&B.
<b>Length of visit</b>	Of the visitor groups that spent less than 24 hours in the park, the average length of stay was 4 hours. Of the visitor groups that spent 24 hours or more, the average length of stay was 3.2 days. The average length of stay for all visitor groups was 30.1 hours, or 1.3 days.
<b>Local attractions visited</b>	Forty-five percent of visitor groups visited other local attractions on this visit. The local attractions most often visited included: Historic Stearns, KY (45%), Pickett State Rustic Park and Forest (34%), and Cumberland Falls State Resort Park (32%).
<b>Sites visited</b>	The most common places visited in the park were Bandy Creek Area (51%), Leatherwood Ford (32%), and East Rim Overlook (28%).
<b>Activities on this visit and future visits</b>	The most common activities on this visit were hiking/walking (54%), stopping at scenic overlooks (50%), horseback riding/wagon riding (25%), and picnicking (25%). The most common activities in which visitor groups would prefer to participate on future visits were stopping at scenic overlooks (69%), hiking/walking (67%), and picnicking (48%).
<b>Information services and facilities</b>	The information services and facilities most often used by visitor groups were trails (58%), assistance from park staff (49%), and park brochure/map (48%).
<b>Protecting park attributes, resources, and experiences</b>	The highest combined proportions of “extremely important” and “very important” ratings of protecting park attributes, resources, and experiences included clean water (95%), scenic views (94%), and natural features (93%).
<b>Expenditures</b>	The average visitor group expenditure (inside and outside the park within 50 miles of the park) was \$204. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$71. The average total expenditure per person (per capita) was \$88.
<b>Methods of learning about the park</b>	Most visitor groups (92%) were interested in learning about the park through self-guided methods with printed materials (64%), the park website (49%), outdoor exhibits (45%) and ranger-led programs (45%).
<b>Overall quality</b>	Most visitor groups (90%) rated the overall quality of facilities, services, and recreational opportunities at Big South Fork NRRA as “very good” or “good.” One percent rated the quality as “poor.” No visitor groups rated the quality as “very poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-2585 or the following website <http://www.psu.uidaho.edu>.



## **Acknowledgements**

We thank Ally Begly for compiling the report, Dr. Douglas Eury and Philip Cook for overseeing the fieldwork, Niki Nicholas and the staff and volunteers of Big South Fork NRRRA for assisting with the survey, and Matthew Strawn for data processing.

## **About the Authors**

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## Introduction

This report describes the results of a visitor study at Big South Fork NRRA in Oneida, TN, conducted September 4-10 and 20-23, 2012 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described in the National Park Service website for Big South Fork NRRA, “Encompassing 125,000 acres of the Cumberland Plateau, Big South Fork National River and Recreation Area protects the free-flowing Big South Fork of the Cumberland River and its tributaries. The area boasts miles of scenic gorges and sandstone bluffs, is rich with natural and historic features and has been developed to provide visitors with a wide range of outdoor recreational activities” ([www.nps.gov/biso](http://www.nps.gov/biso), retrieved May 2013).

## Organization of the Report

This report is organized into three sections.

### Section 1: Methods

This section discusses the procedures, limitations, and special conditions that may affect the study results.

### Section 2: Results

This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

### Section 3: Appendices

Appendix 1. *The Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

Appendix 3. *Decision rules for Checking Non-response Bias*. An explanation of how the non-response bias was determined.

## Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

### Key

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

\* appears when the total percentages do not equal 100 due to rounding.

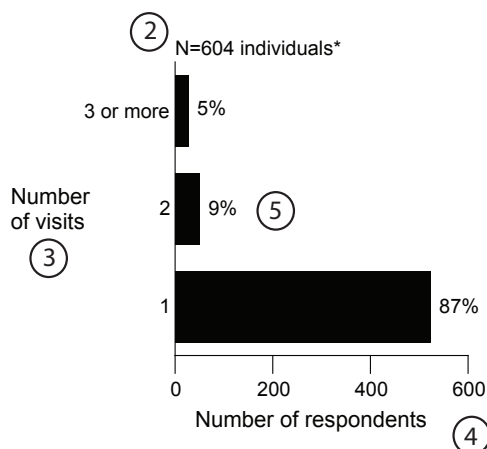
\*\* appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

### Example 1



① **Figure 14.** Number of visits to the park in past 12 months

## Methods

### Survey Design and Procedures

#### *Sample size and sampling plan*

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this method, the sample size was calculated based on the park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at eleven sites during September 4-10 and 20-23, 2012. Visitors were surveyed between the hours of 9 a.m. and 5 p.m. Table 1 shows the eleven locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey, 814 visitor groups were contacted and 751 of these groups (92.3%) accepted questionnaires. (The average acceptance rate for 277 VSP visitor studies conducted from 1988 through 2012 is 91.3%.) Questionnaires were completed and returned by 474 respondents, resulting in a 63.1% response rate for this study. (The average response rate for the 277 VSP visitor studies is 71.6%.)

Table 1. Questionnaire distribution

Sampling site	Distributed*		Returned		Returned*
	N	%	N	% by site	% of total
Alum Ford	14	2	9	64	2
Bear Creek	1	<1	1	100	<1
Blue Heron	30	4	21	70	4
Burnt Mill Bridge	12	2	6	50	1
Divide Road	18	2	10	56	2
Leatherwood East Entrance	265	35	161	61	34
Leatherwood West Entrance	182	24	113	62	24
Rugby - Harrow Road Cafe	21	3	16	76	3
Station Camp	19	3	13	68	3
Stearns Train Depot	142	19	92	65	19
Yahoo Falls	47	6	32	68	7
Total	751	100+	474		99

\* total percentages do not equal 100 due to rounding

## Questionnaire design

The Big South Fork NRRRA questionnaire was developed at a workshop held with park staff to design and prioritize questions (through meetings and calls between the park, the VSP staff and community members to design and prioritize questions). Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Big South Fork NRRRA. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended.

No pilot study was conducted to test the Big South Fork NRRRA questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument have been tested and supported.

## Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, the age of the member completing the questionnaire, and how this visit to the park fit into their group's travel plans. These individuals were asked their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank-you postcard and follow-ups. Participants were asked to complete the survey after their visit, and return it using the Business Reply Mail envelope provided.

Two weeks following the survey, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Table 2). Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to participants who had not returned their questionnaires.

The survey dates were extended until all questionnaires were passed out, resulting in two rounds of replacement mailings. The round one mailing dates are for the survey period of September 4-10, 2012, and the round two mailing dates are for the survey period of September 20-23, 2012.

Table 2. Follow-up mailing distribution

<b>Round 1</b>	<b>Date</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcards	September 25, 2012	439	0	439
1 <sup>st</sup> replacement	October 10, 2012	248	0	248
2 <sup>nd</sup> replacement	October 30, 2012	204	0	204
<b>Round 2</b>	<b>Date</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcards	October 9, 2012	282	1	283
1 <sup>st</sup> replacement	October 23, 2012	208	0	208
2 <sup>nd</sup> replacement	November 13, 2012	171	0	171

## ***Data analysis***

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Visitor responses were entered twice and double-key validation was performed on numeric and short text responses. The remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software. Responses to open-ended questions were categorized and summarized prior to data analysis.

Numeric data were processed and descriptive statistics were calculated using Statistical Analysis Software® (SAS).

## ***Limitations***

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As with all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of September 4-10 and 20-23, 2012. The results present a 'snapshot in time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

## ***Special conditions***

---

The weather during the survey period ranged from cloudy and rainy to sunny, warm and humid with lows in the 60's and highs in the 80's F.

No major special events occurred in the area that would have affected the type and amount of visitation to the park.

### ***Checking non-response bias***

Five variables were used to check non-response bias: participant age, group size, group type, park as destination, and participant travel distance to the park. Respondents and non-respondents were significantly different from each other in all variables (see Tables 3 - 6). The results indicated that there is a potential nonresponse bias. The results in this report need to be interpreted with cautions. See Appendix 3 for more details on the non-response bias checking procedures.

Table 3. Comparison of respondents and non-respondents by average age and group size

<b>Variable</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (t-test)</b>
Age (years)	51.99 (N=474)	44.72 (N=239)	<0.001
Group size	3.17 (N=468)	2.66 (N=253)	0.006

Table 4. Comparison of respondents and non-respondents by group type

<b>Group type</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Alone	64 (14%)	65 (24%)	<0.001
Family	244 (52%)	142 (52%)	
Friends	86 (19%)	50 (19%)	
Family and friends	72 (16%)	14 (5%)	

Table 5. Comparison of respondents and non-respondents by primary destination

<b>Destination</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Park as primary destination	344 (78%)	186 (71%)	<0.001
Park as one of several destinations	64 (15%)	29 (11%)	
Unplanned visit	32 (7%)	46 (18%)	

Table 6. Comparison of respondents and non-respondents by distance from home to park

<b>Distance</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Within 500 miles	236 (51%)	178 (67%)	<0.001
51-100 miles	96 (21%)	32 (12%)	
101-200 miles	75 (16%)	35 (13%)	
201 miles or more	56 (12%)	21 (8%)	



## Results

### Group and Visitor Characteristics

#### Visitor group size

##### Question 21b

On this visit, how many people were in your personal group, including yourself?

##### Results

- 44% of visitor groups consisted of two people (see Figure 1).
- 32% were in groups of four or more.

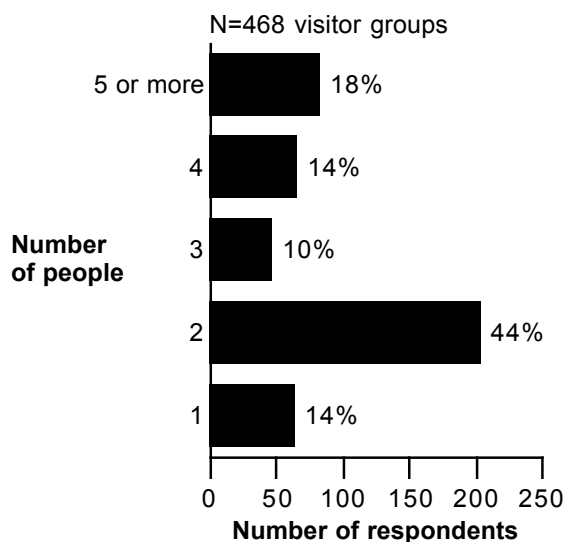


Figure 1. Visitor group size

#### Visitor group type

##### Question 21a

On this visit, which type of personal group (not guided tour/school/other organized group) were you with?

##### Results

- 52% of visitor groups consisted of family groups (see Figure 2).
- 18% consisted of friends.

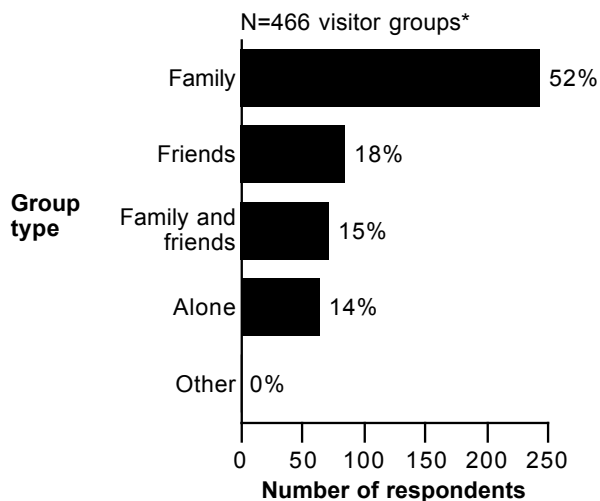


Figure 2. Visitor group type

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitors with organized groups

### Question 20a

On this visit, was your personal group with a guided horseback riding group?

#### Results

- 5% of visitor groups were with a guided horseback riding group (see Figure 3).

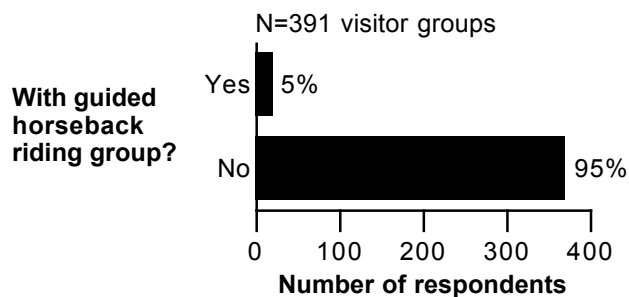


Figure 3. Visitors with a guided horseback riding group

### Question 20b

On this visit, was your personal group with a climbing or cycling club/organization?

#### Results

- 5% of visitor groups were with a climbing or cycling club/organization (see Figure 4).

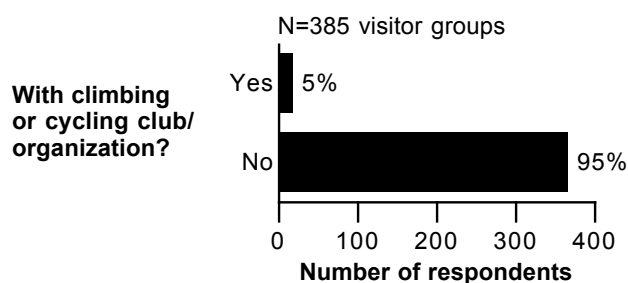


Figure 4. Visitors with a climbing or cycling club/organization

### Question 20c

On this visit, was your personal group with a guided water rafting/canoeing/kayaking group?

#### Results

- 2% of visitor groups were with a guided water rafting/canoeing/kayaking group (see Figure 5).

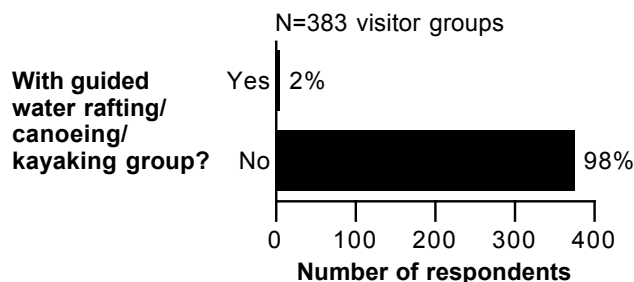


Figure 5. Visitors with a guided water rafting/canoeing/kayaking group

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 20d**

On this visit, was your personal group with a school/educational group?

**Results**

- 2% of visitor groups were with a school/educational group (see Figure 6).

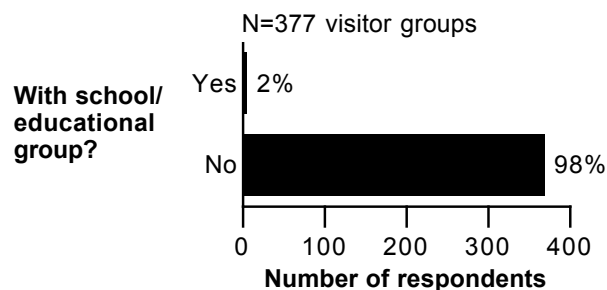


Figure 6. Visitors with a school/educational group

**Question 20e**

On this visit, was your personal group with an “other” organized group (scouts, work, church, etc.)?

**Results**

- 7% of visitor groups were with an “other” organized group (see Figure 7).

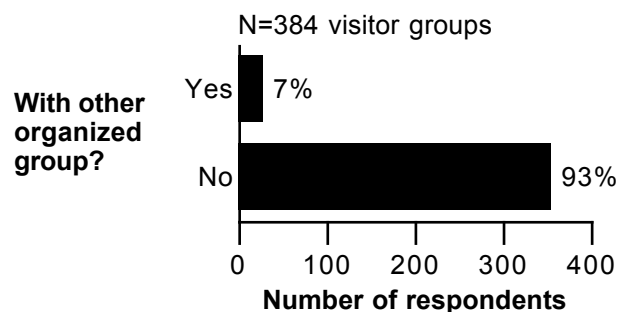


Figure 7. Visitors with an “other” organized group

**Question 20f**

If you were with one of these organized groups, how many people, including yourself, were in this group?

**Results**

- 51% of visitor groups were in an organized group with 31 or more people (see Figure 8).
- 27% were in an organized group consisting of up to 10 people.

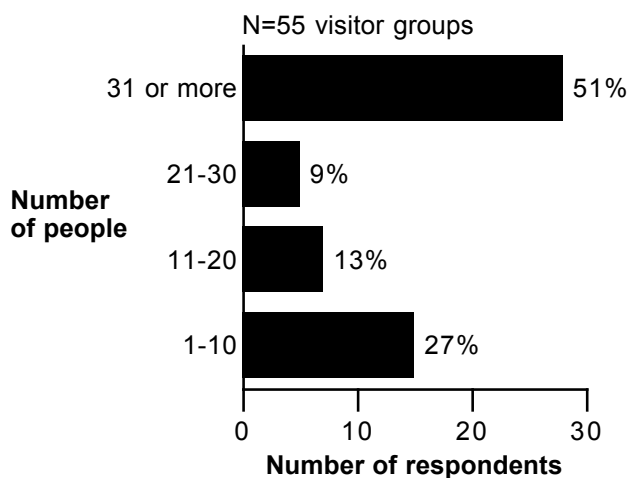


Figure 8. Organized group size

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**United States visitors by state of residence****Question 24b**

For your personal group on this visit, what is each member's state of residence?

Note: Response was limited to seven members from each visitor group.

**Results**

- U.S. visitors were from 21 states and comprised 99.6% of total visitation to the park during the survey period.
- 57% of U.S. visitors came from Tennessee (see Table 7 and Figure 9).
- 25% came from Kentucky and 4% were from Ohio.
- Smaller proportions came from 18 other states.

Table 7. United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=1108 individuals*	Percent of total visitors N=1112 individuals
Tennessee	636	57	57
Kentucky	274	25	25
Ohio	40	4	4
Indiana	36	3	3
North Carolina	26	2	2
Michigan	20	2	2
Alabama	15	1	1
Georgia	14	1	1
Virginia	8	1	1
Texas	7	1	1
Florida	6	1	1
New York	6	1	1
9 other states	20	2	2

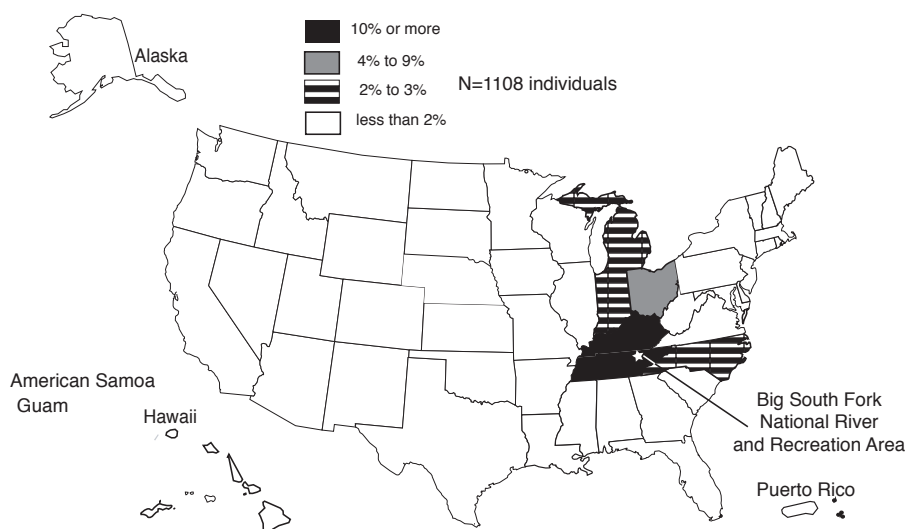


Figure 9. United States visitors by state of residence

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Visitors from Tennessee and adjacent states by county of residence***

Note: Response was limited to seven members from each visitor group.

Table 8. Visitors from Tennessee and adjacent states by county of residence

#### **Results**

- Visitors from Tennessee and adjacent states were from 119 counties and comprised 88% of the total U.S. visitation to the park during the survey period.
- 13% came from Scott County, TN (see Table 8).
- 11% came from Fentress County, TN.
- Small proportions of visitors came from 117 other counties in Tennessee and adjacent states.

<b>County, State</b>	<b>Number of visitors N=973 individuals</b>	<b>Percent*</b>
Scott, TN	128	13
Fentress, TN	106	11
Knox, TN	77	8
McCreary, KY	56	6
Campbell, TN	39	4
Pulaski, KY	32	3
Cumberland, TN	30	3
Blount, TN	27	3
Whitley, KY	19	2
Anderson, TN	17	2
Jessamine, KY	16	2
Loudon, TN	16	2
Roane, TN	15	2
106 other counties	395	41

### ***Residents of the area***

#### **Question 4a**

Was every member in your personal group a resident (year round or part time) of Big South Fork NRRA or of the area (within 50 miles of the park)?

#### **Results**

- For 44% of visitor groups, all members were area residents (see Figure 10).

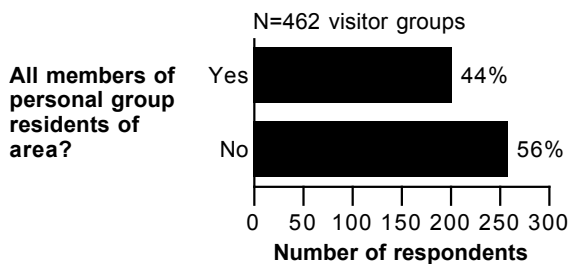


Figure 10. Visitor groups that were comprised of area residents only

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***International visitors by country of residence*****Question 24b**

For your personal group on this visit, what is each member's country of residence?

Note: Response was limited to seven members from each visitor group.

Results – Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Table 9).

Table 9. International visitors by country of residence – **CAUTION!**

<b>Country</b>	<b>Number of visitors</b>	<b>Percent of international visitors N=4 individuals</b>	<b>Percent of total visitors N=1112 individuals</b>
Australia	2	50	<1
China	1	25	<1
Thailand	1	25	<1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Year of first visit to Big South Fork NRAA***

#### **Question 24c**

For your personal group on this visit, what year was each member's first visit to the Big South Fork NRAA?

Note: Response was limited to seven members from each visitor group.

#### **Results**

- 65% of visitors first visited the park in 2001-2012 (see Figure 11).
- 35% first visited in 1951-2000.

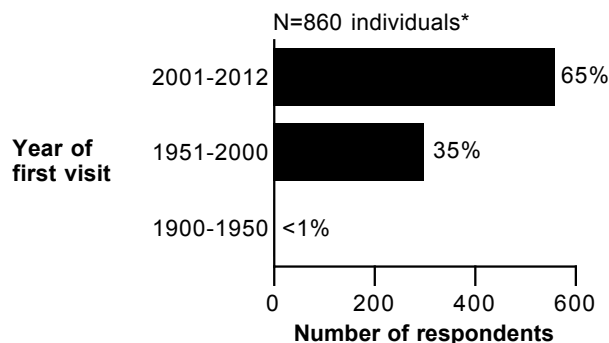


Figure 11. Year of first visit to Big South Fork NRAA

### ***Number of visits to park in lifetime***

#### **Question 24d**

For your personal group on this visit, how many times has each member visited Big South Fork NRAA up to date (including this visit)?

Note: Response was limited to seven members from each visitor group.

#### **Results**

- 44% of visitors had visited five or more times (see Figure 12).
- 36% of visitors were visiting the park for the first time.

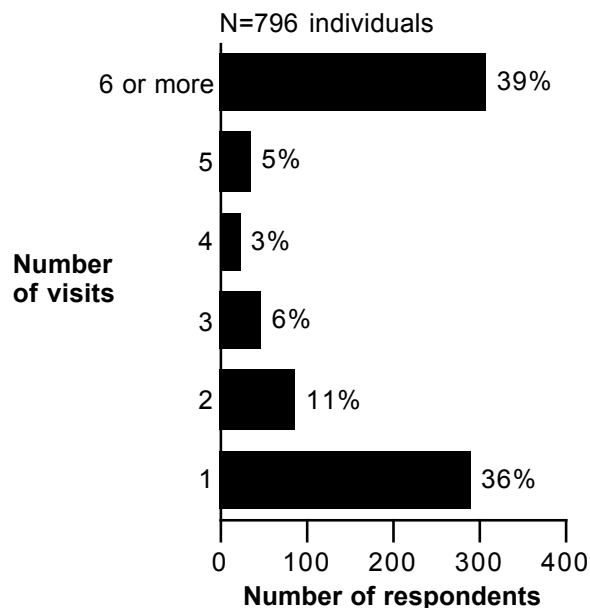


Figure 12. Number of visits to park in up to date

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor age

### Question 24a

For your personal group on this visit, what is each member's current age?

Note: Response was limited to seven members from each visitor group.

### Results

- Visitor ages ranged from 1 to 86 years.
- 48% of visitors were 46 to 65 years old (see Figure 13).
- 17% were 31 to 45 years old.
- 13% were 66 years or older.
- 12% were 15 years or younger.

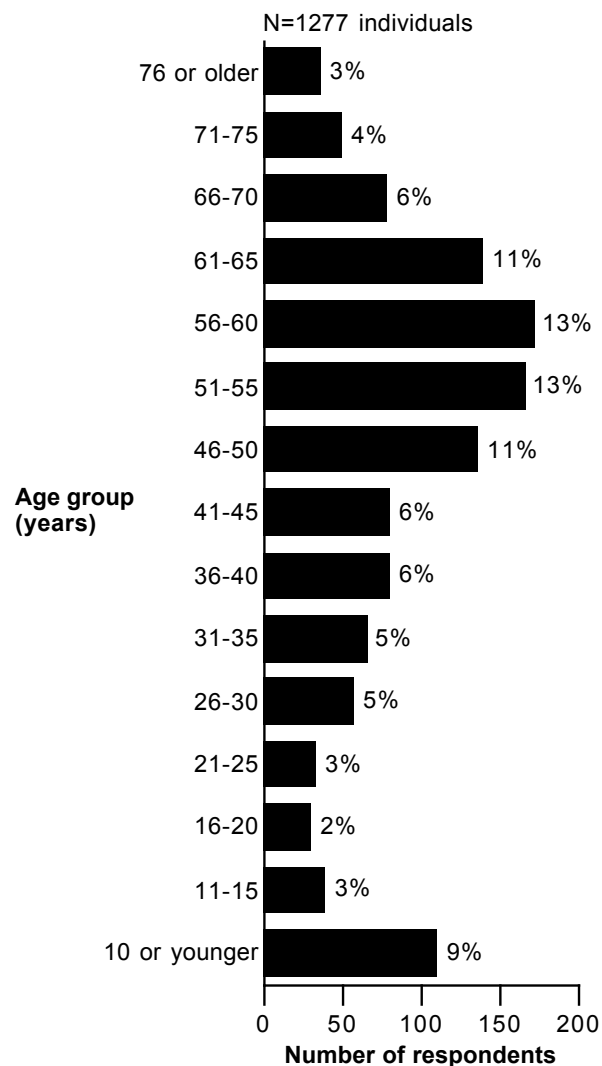


Figure 13. Visitor age

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Respondent gender

### Question 22

For you only, what is your gender?

#### Results

- 54% of respondents were female (see Figure 14).

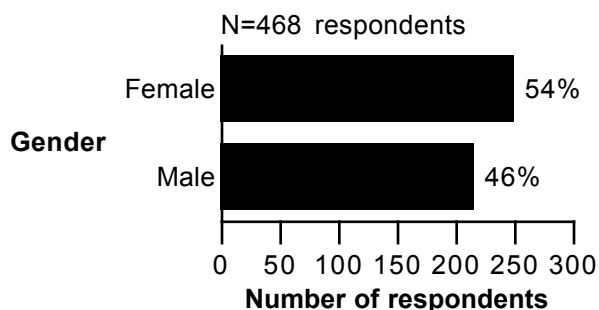


Figure 14. Respondent gender

## Visitors of Hispanic or Latino ethnicity

### Question 23a

Are members of your personal group Hispanic or Latino?

Note: Response was limited to seven members from each visitor group.

#### Results

- 1% of visitors were Hispanic or Latino (see Figure 15).

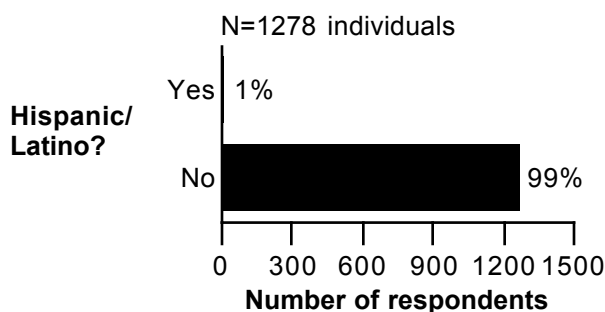


Figure 15. Visitors of Hispanic or Latino ethnicity

## Visitor race

### Question 23b

What is the race of each member of your personal group?

Note: Response was limited to seven members from each visitor group.

#### Results

- 96% of visitors were White (see Figure 16).

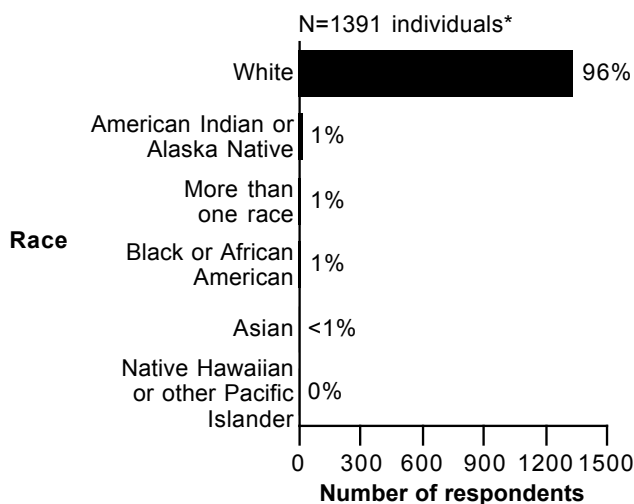


Figure 16. Visitor race

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Awareness of park regulations

### Question 2a

Prior to your visit, were members of your personal group aware of food storage regulations in bear country at Big South Fork NRAA?

#### Results

- Prior to their visit, 69% of visitor groups were aware of food storage regulations in bear country at Big South Fork NRAA (see Figure 17).

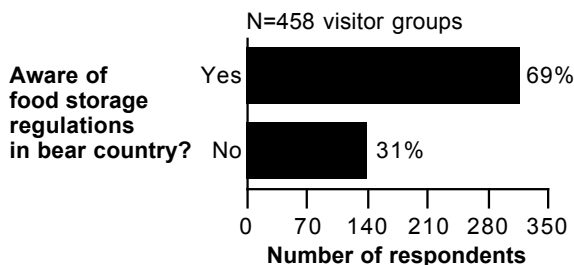


Figure 17. Visitor groups that were aware of food storage regulations in bear country at Big South Fork NRAA

### Question 2b

During your visit, did your personal group learn about bear country food storage regulations from rangers, brochures, exhibits, or by other means?

#### Results

- During their visit, 66% of visitor groups learned about bear country food storage regulations from rangers, brochures, exhibits, or by other means (see Figure 18).

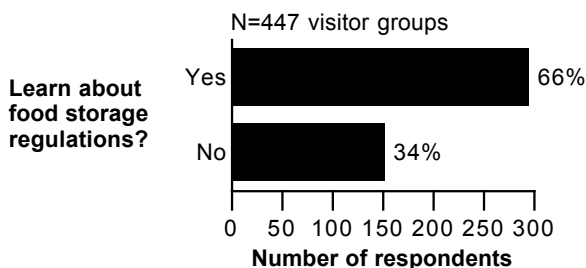


Figure 18. Visitor groups that learned about bear country food storage regulations from rangers, brochures, exhibits, or by other means

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Trip/Visit Characteristics and Preferences

### Information sources prior to visit

#### Question 1a

Prior to this visit, how did your personal group obtain information about Big South Fork NRA?

#### Results

- 83% of visitor groups obtained information about Big South Fork NRA prior to their visit (see Figure 19).
- As shown in Figure 20, among those visitor groups that obtained information about Big South Fork NRA prior to their visit, the most common sources used were:

52% Friends/relatives/word of mouth  
43% Previous visits  
34% Big South Fork NRA website

- Other websites (10%) used to obtain information prior to visit are listed in Table 10.
- “Other” sources (11%) are listed in Table 11.

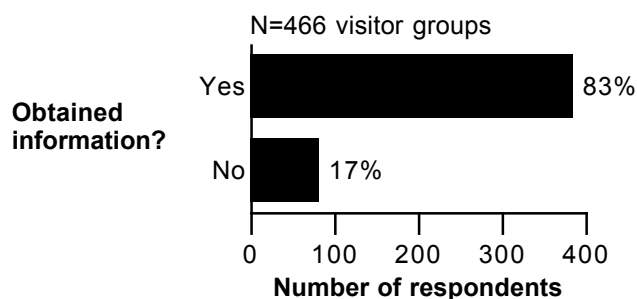


Figure 19. Visitor groups that obtained information prior to visit

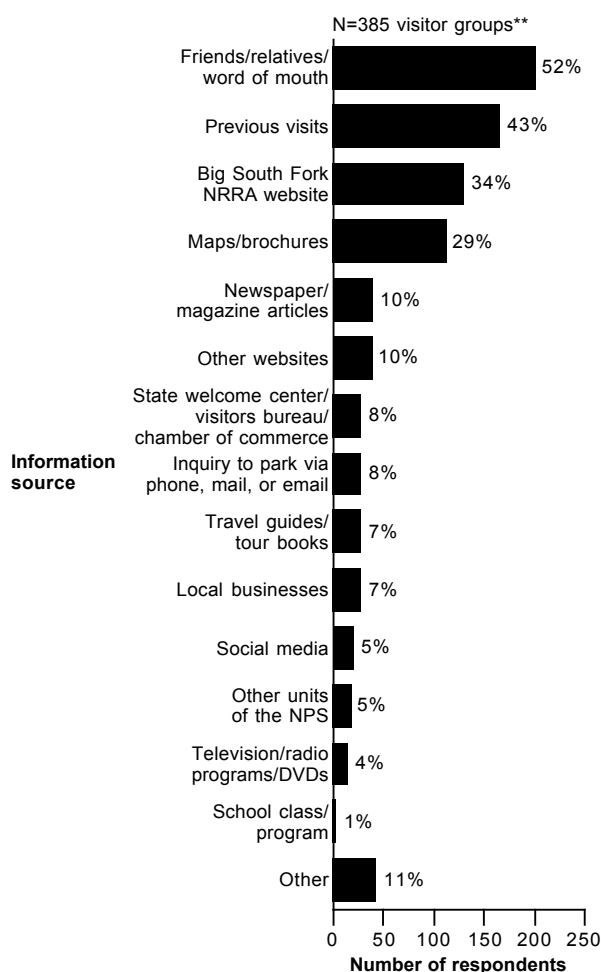


Figure 20. Sources of information used by visitor groups prior to visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 10. Other websites  
(N=34 comments; some visitor groups made more than one comment)

<b>Website</b>	<b>Number of times mentioned</b>
www.groupon.com	8
www.aerc.org	3
www.google.com	3
www.bsfsry.com	2
www.kentuckytourism.com	2
www.earth.google.com	1
www.facebook.com	1
www.hikingwithdogs.net	1
www.historicrugby.com	1
www.mapquest.com	1
www.parks.ky.gov	1
www.recreation.gov	1
www.tennesseemountainbike.com	1
www.tn.gov/environment/parks	1
www.yahoo.com	1
Horse	1
Horse trail riding websites	1
Lake Cumberland activities	1
Mountain bike websites	1
Railroads	1
State parks/train rides	1

Table 11. "Other" sources of information  
(N=42 comments)

<b>Website</b>	<b>Number of times mentioned</b>
AERC Endurance Ride	21
Cumberland Falls SRP	9
Driving through	2
Equine event	1
From working at Scott State Forest	1
Hunting	1
Local resident	1
Old home site	1
Road signs	1
Scouts	1
Sierra Club	1
Storytelling event	1
Wings over Big South Fork Airshow	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 1c**

From the sources you used prior to this visit, did your personal group receive the type of information about the park that you needed?

**Results**

- 92% of visitor groups received the information they needed prior to their visit (see Figure 21).

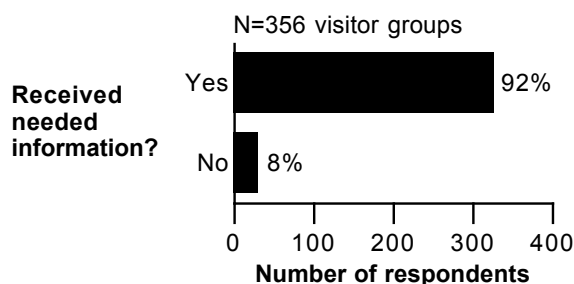


Figure 21. Visitor groups that received needed information prior to their visit

**Question 1d**

If NO, what type of park information did your personal group need that was not available? (Open-ended)

**Results – Interpret results with CAUTION!**

- 17 visitor groups listed information they needed but was not available (see Table 12).

Table 12. Needed information that was not available (N=17 comments) – **CAUTION**

Needed information	Number of times mentioned
All the things to see at the park	1
Camping sites	1
Could not find out if trail rides on horseback were available at main campground area	1
Detailed elevation changes on trails	1
Detailed hiking trails booklet	1
Horse camping material	1
How should my horse be shod	1
It would help to know what food and drink is available	1
List of park "to-dos"	1
More bear and elk information	1
More detailed maps online	1
More info on horse trails and maps	1
Mountain bike maps online	1
Need bear warnings	1
Plant species list	1
The horse trails at Bandy Creek. Map was not good and length of trails should be added	1
When gates close in the winter	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Information sources for future visit

### Question 1b

If you were to visit Big South Fork NRRRA in the future, how would your personal group prefer to obtain information about the park?

### Results

- As shown in Figure 22, visitor groups' most preferred sources of information for a future visit were:

56% Big South Fork NRRRA website  
 47% Maps/brochures  
 40% Previous visits  
 40% Friends/relatives/word of mouth

- Other websites (8%) were:

www.aerc.org  
 www.bigsouthforkbikeclub.org  
 www.bsfsry.com  
 www.google.com  
 www.groupon.com  
 www.historicrugby.com  
 www.kentuckytourism.com  
 www.laurelfork.com  
 www.mapquest.com  
 www.tn.gov/environment/parks  
 www.tripadvisor.com  
 www.yahoo.com  
 Horse  
 Mountain bike websites

- "Other" sources (5%) were:

Local resident  
 Storytelling event  
 Drive through and stop at a visitor center  
 Educational classes  
 Horse riding  
 Info provided at BSFNP visitor centers  
 Swimming pool

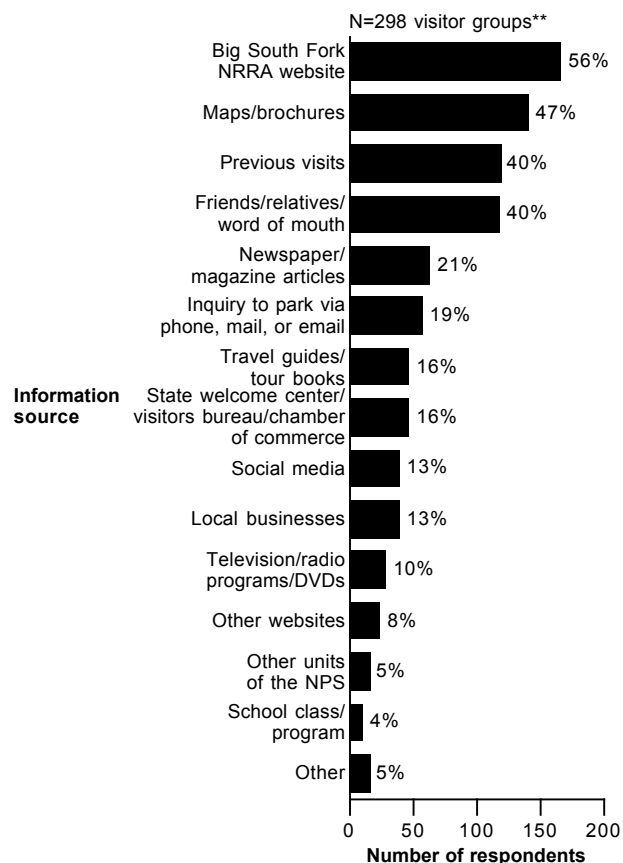


Figure 22. Sources of information to use for a future visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Park as destination

### Question from on-site interview

A two-minute interview was conducted with each individual selected to complete the questionnaire. During the interview, the question was asked: "How did this visit to Big South Fork NRRRA fit into your personal group's travel plans?"

### Results

- 75% of visitor groups said Big South Fork NRRRA was their primary destination (see Figure 23).
- 13% said the park was one of several destinations.

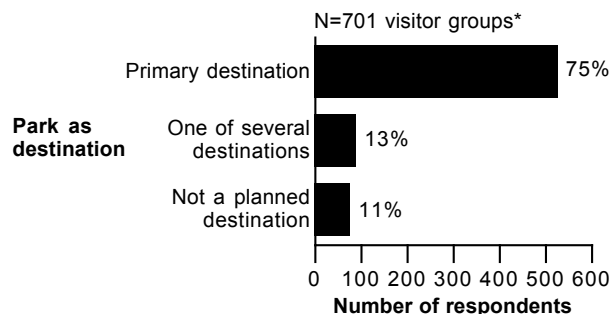


Figure 23. How visit to park fit into visitor groups' travel plans

## Primary reason for visiting the park area

### Question 4b

For the non-resident members in your personal group, what was the primary reason they came to the Big South Fork NRRRA area (within 50 miles of the park) on this trip?

### Results

- For 55% of visitor groups, visiting Big South Fork NRRRA was the primary reason non-resident group members visited the area (see Figure 24).
- "Other" reasons (20%) are listed in Table 13.

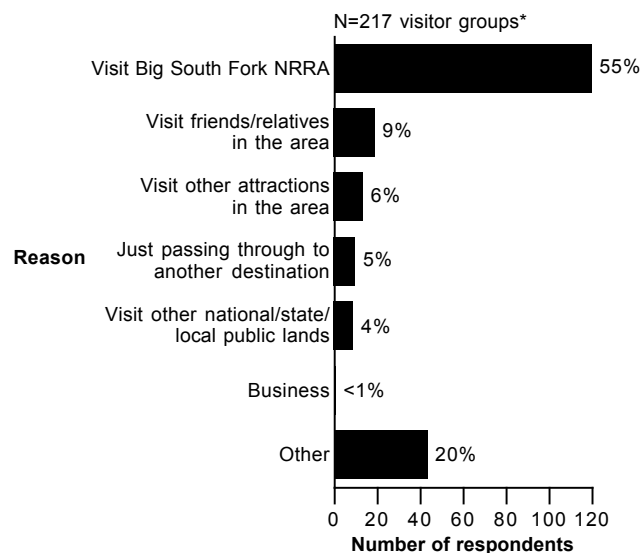


Figure 24. Primary reason non-resident members visited the area (within 50 miles of the park)

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 13. “Other” primary reasons non-resident members visited the area (N=65 comments)

<b>Reason</b>	<b>Number of times mentioned</b>
American Endurance Ride Conference	22
Horseback riding	15
Camping	5
Railroad at Stearns	5
Horse camping	4
Mountain biking	3
Hunting	2
Backpacking	1
Blazin Blue Grass Festival	1
Cumberland Falls State Park	1
Foreign exchange students	1
Group trip with friends for a day	1
Hiking	1
Sierra Club outing	1
Storytelling event	1
Vacationed in area	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



### ***Reasons why Big South Fork NRRRA was chosen as destination***

#### **Question 13**

For this visit, which were the reasons that your personal group chose to visit Big South Fork NRRRA rather than other destinations?

#### **Results**

- 62% of visitor groups chose to visit Big South Fork NRRRA because of the scenery (see Figure 25).
- 37% visited because the park was the area that was closest to home.
- “Other” reasons (20%) for visiting are listed in Table 14.

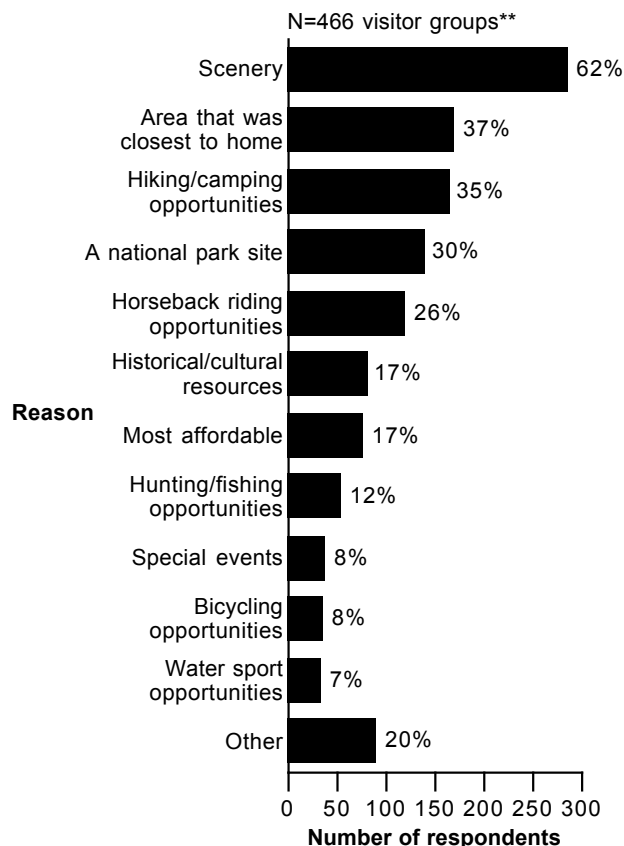


Figure 25. Reasons why visitor groups chose to visit Big South Fork NRRRA rather than other destinations

Table 14. Other reasons for visiting Big South Fork NRRRA rather than other destinations (N=91 comments)

Reason	Number of times mentioned
Train ride	27
Scenic railroad	13
Passing through	9
Dog friendly	3
Family friendly	2
Family history	2
Groupon special	2
Looking for bears	2
Other reasons	31

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## ***Availability of support services***

### **Question 18a**

On this visit to Big South Fork NRRRA, were there any support services or products that your personal group needed but not available inside the park or in the area (within 50 miles of the park)?

### **Results**

- Five percent of visitor groups indicated there were support services needed but were not available inside the park or in the area (see Figure 26).

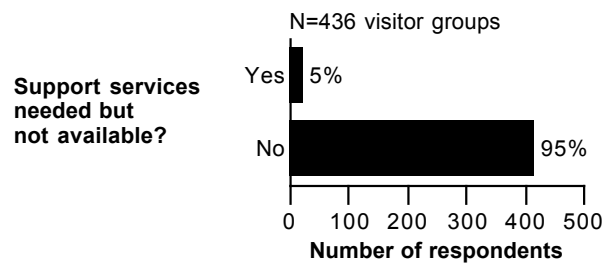


Figure 26. Visitor groups that indicated there were support services needed but not available inside the park or in the area (within 50 miles of the park)

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 18b**

If YES, what were the products/services that your personal group needed but were not available? Please be specific. (Open-ended)

Results – Interpret results with **CAUTION!**

- Table 15 lists the products/services visitor groups needed but were not available.

Table 15. Products/services needed but not available  
(N=26 comments; some visitor groups made more than one comment) – **CAUTION!**

Location	Product/service	Number of times mentioned
Unspecified	Food	2
At trail heads	Maps	1
Bandy Creek Visitor Center	Food, drinks	1
Blue Heron	A map of the coal town would have been nice since you only get one hour there	1
Close to park	Stores and gas	1
Dollar General	Ear plugs needed because our dog slept in cabin with us and she makes noises at night	1
Jamestown, TN	Gas, food, water	1
Jamestown, TN	Wal-Mart	1
Jamestown, TN	Congregation of our religious preference	1
Oneida, TN	Better grocery selection	1
Oneida, TN	Gas station	1
Oneida, TN	Goody, some other sporting good stores, Wal-Mart Supercenter	1
Oneida, TN	Food	1
Poplar Ridge	Road closed, gate relocated	1
Stearns, KY	Restaurant	1
Yahoo Falls	Restrooms – porta-potty was available due to vandals in main building (not adequate)	1
Yellow Face Trail	Road closed, gate relocated	1
Unspecified	Activities	1
Unspecified	Camping permit	1
Unspecified	Car repair (diesel truck)	1
Unspecified	Child's size fishing gear	1
Unspecified	Entertainment	1
Unspecified	Gas station	1
Unspecified	RV campsite, full hook up	1
Unspecified	Two persons needed directions at night while turned around in the park. No one to call.	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***Adequacy of park directional signs*****Questions 7a-7d**

On this visit, were the signs directing your personal group to and around Big South Fork NRRA adequate?

**Results**

- Table 16 shows visitor groups' ratings of the adequacy of park directional signs to and around Big South Fork NRRA.

Table 16. Adequacy of park directional signs

<b>Signs</b>	<b>N</b>	<b>Adequate? (%)*</b>		
		<b>Yes</b>	<b>No</b>	<b>Did not use</b>
Interstate signs	440	57	4	40
State highway signs	448	72	6	22
Signs in local communities	448	68	9	23
Signs in the park	453	81	5	14

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 7e**

If you answered NO for any of the above, please explain. (Open-ended)

**Results**

- Table 17 -Table 20 list visitor groups' reasons for the inadequacies of park directional signs to and around Big South Fork NRR.

Table 17. Reasons why interstate signs were inadequate (N=18 comments) – **CAUTION!**

Reason	Number of times mentioned
Did not see any signs	5
Inadequate signs	1
No sign as I recall at both I-40 Monterey exits or after exit on 2nd exit toward Clark Range	1
No signs at exit 301 or 300 or I-40	1
No signs on 75 that I remember from Lexington	1
No signs on I-40 coming from the south	1
No signs to Rugby, TN gateway	1
Not big enough	1
Not enough signs	1
Off at exit 141, never saw the first sign	1
Only noticed sign for Pickett	1
Signs were not sufficiently exact for strangers to the region	1
This area is a number of miles from the interstate	1
This exit limited in value	1

Table 18. Reasons why state highway signs were inadequate (N=27 comments) – **CAUTION!**

Reason	Number of times mentioned
Not enough signs	7
Did not see any signs	6
Lacking good signage at turn in Oneida	2
Highway 127 and 27 do not have signs to BSF access in Rigby - Gentlemen's Swimming Hole and meeting of the waters.	1
Highway 52 has inadequate signage to Gentlemen's Swimming Hole and meeting of the waters and trails.	1
Inadequate signs	1
Intersection at state highway and 1651 is not clearly marked	1
Left turn at Highway 297 and station camp not marked	1
No signs in Oneida onto southeast park area	1
No signs that mentioned park	1
Not clear in Oneida	1
Only one sign after I-40 exit	1
Only when we were within 10 miles did we see first sign	1
Signs were not sufficiently exact for strangers to the region	1
Too far off road; broken on north bound face overgrown (partly) by vegetation	1
Trouble finding Rugby - once there, traffic limit signs did not keep trucks and cars from speed - danger!	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 19. Reasons why signs in local communities were inadequate (N=37 comments; some visitor groups made more than one comment)

Reason	Number of times mentioned
Did not see any signs	9
Not enough signs	8
Not adequate	2
1.5 miles by entrance	1
BSFSRY was not marked well inside Stearns	1
Came up from I-40 - trouble finding turn off to park in Oneida	1
Confusing	1
Directional signs through Oneida are bad	1
Got lost in neighborhood	1
I missed left turn on US 27	1
In Oneida sign needed where you turn on 297	1
Local names not shown much	1
Make sure there are signs in town	1
No signs that mentioned park	1
Only one sign after I-40 exit	1
Sign for Rugby was broken and not clearly visible	1
Signs to Yahoo Falls were confusing. Never found it.	1
Signs were not sufficiently exact for strangers to the region	1
There are no signs by local government	1
Very confusing getting to Blue Heron	1
When you get close and turn could be better	1

Table 20. Reasons why signs in park were inadequate (N=20 comments) – **CAUTION!**

Reason	Number of times mentioned
Not enough signs	4
Need more signs to trails	2
Found the signs on trails to be confusing	1
In Yahoo Falls we wanted to see the Arch and we couldn't find it	1
Insufficient information - we drove in circles looking for campground	1
Leaving Bandy Creek Westbound - no sign	1
Local names not used enough	1
Many of the trail junctions around Yahoo Falls weren't well marked	1
Need more signs to local towers/attractions	1
Only saw park entrance signs	1
Public entry/park area designation	1
Signs were old and only had two directional signs telling what path led to	1
Trail to Ledbetter Trailhead poorly marked in some areas	1
Trails not well marked in some areas	1
Very confusing or bad placement.	1
We did not see signs for things to see in the park	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Number of vehicles

### Question 21c

On this visit, how many vehicles did your personal group use to arrive at the park?

#### Results

- 76% of visitor groups used one vehicle to arrive at the park (see Figure 27).
- 18% used two or three vehicles to arrive at the park.

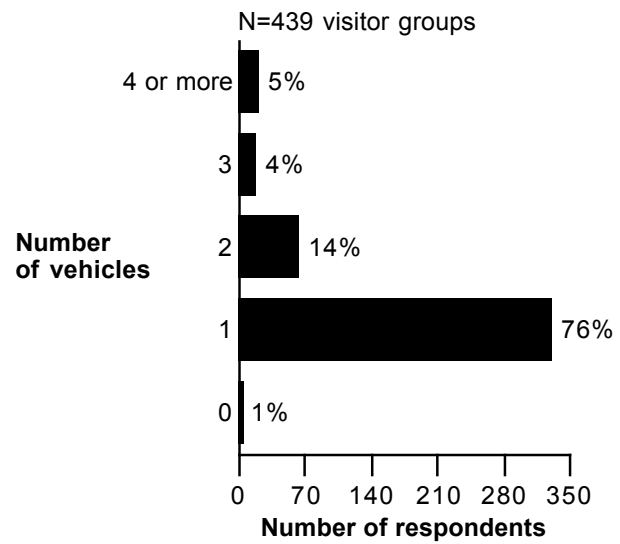


Figure 27. Number of vehicles used to arrive at the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Overnight stays

### Question 5a

On this trip, did your personal group stay overnight away from home inside Big South Fork NRA or in the area (within 50 miles of the park)?

#### Results

- 47% of visitor groups stayed overnight away from home inside the park or in the area within 50 miles of the park (see Figure 28).

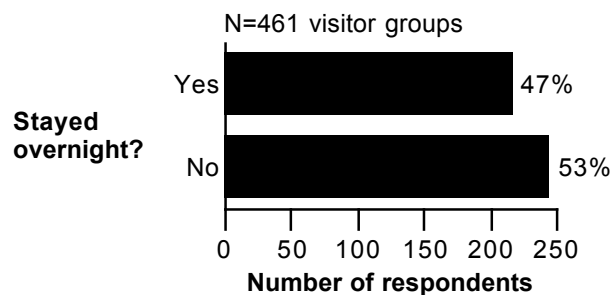


Figure 28. Visitor groups that stayed overnight inside the park or within 50 miles of the park

### Question 5b

If YES, please list the number of nights your personal group stayed inside Big South Fork NRA.

#### Results

- 58% of visitor groups stayed one or two nights inside Big South Fork NRA (see Figure 29).
- 42% three or more nights.

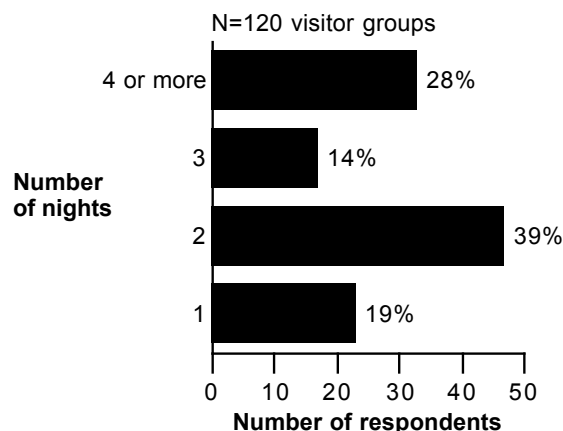


Figure 29. Number of nights spent inside the park

### Question 5b

If YES, please list the number of nights your personal group stayed in the Big South Fork NRA area (within 50 miles of the park).

#### Results

- 62% of visitor groups stayed one or two nights in the area outside the park (see Figure 30).
- 39% stayed three or more nights.

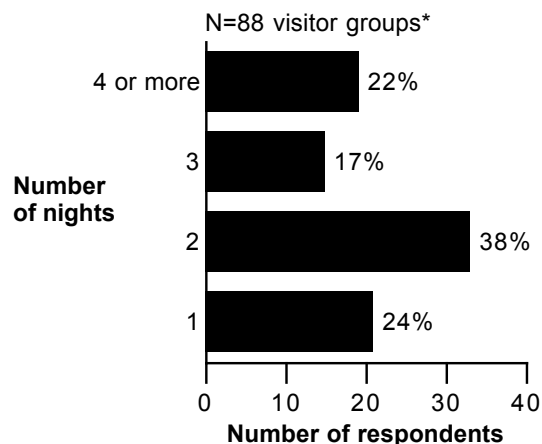


Figure 30. Number of nights spent in the area outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Accommodations used inside the park

### Question 5c

In which types of accommodations did your personal group spend the night(s) inside the park?

#### Results

- As shown in Figure 31, among those visitor groups that stayed overnight inside the park, the most common types of accommodations used were:

52% RV/trailer/tent camping in a developed campground  
26% Horse camp  
19% Backcountry camping

- “Other” types of accommodations (3%) were:

Field for endurance ride  
Horse trailer

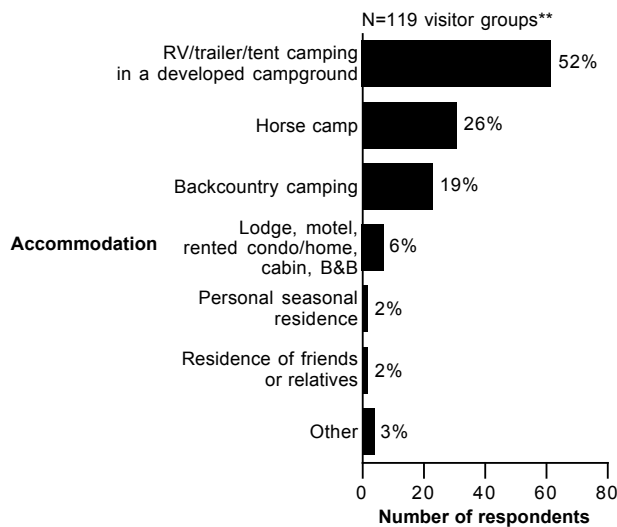


Figure 31. Accommodations used inside the park

## Accommodations used in the area outside the park

### Question 5d

In which types of accommodations did your personal group spend the night(s) outside park within 50 miles?

#### Results

- As shown in Figure 32, among those visitor groups that stayed overnight in the area outside the park, the most common types of accommodations were:

62% Lodge, hotel, rented condo/home, cabin, B&B  
19% Residence of friends or relatives  
15% Personal seasonal residence

- “Other” types of accommodations (2%) were:

Cumberland Falls State Park Resort  
RV with friends

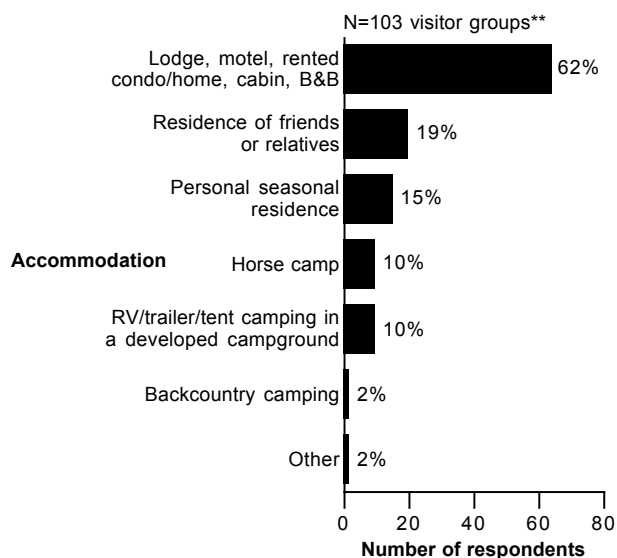


Figure 32. Accommodations used in the area outside the park within 50 miles

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## ***Length of stay in the park***

### **Question 3**

On this visit, how much total time (both on land and on the river) did your personal group spend visiting Big South Fork NRRA?

#### **Results**

##### Number of hours if less than 24

- 36% of visitor groups spent three to four hours in the park (see Figure 33).
- 34% spent five or more hours.
- The average length of stay for visitor groups who spent less than 24 hours was 4 hours.

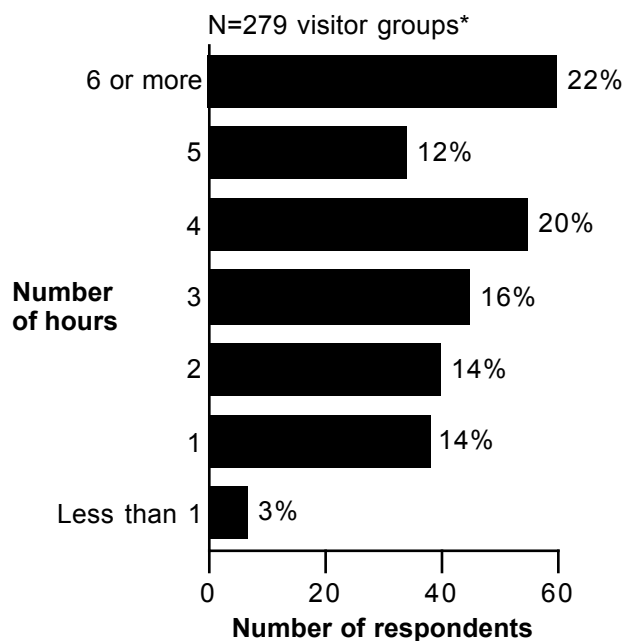


Figure 33. Number of hours spent in the park

##### Number of days if 24 hours or more

- 58% of visitor groups spent two or three days in the park (see Figure 34).
- 31% spent four or more days.
- The average length of stay for visitor groups who spent 24 hours or more was 3.2 days.

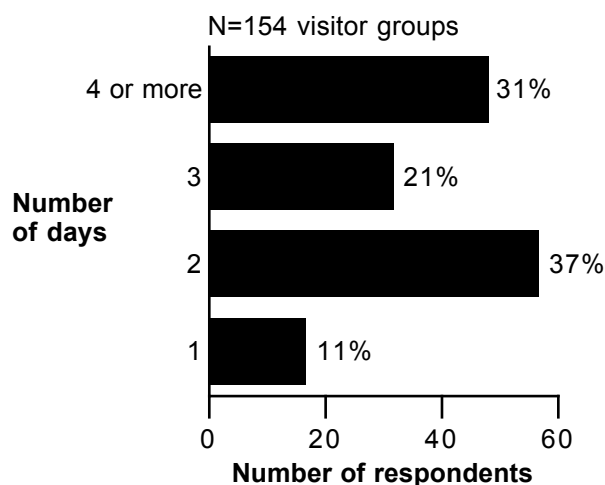


Figure 34. Number of days spent in the park

##### Average length of stay for all visitors

- The average length of stay for all visitor groups was 30.1 hours or 1.3 days.

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Local attractions visited

### Question 6

On this trip to Big South Fork NRRA area, please indicate all other attractions in the area that your personal group visited.

#### Results

- 45% of visitor groups visited other local attractions on this visit (see Figure 35).
- As shown in Figure 36, the local attractions most commonly visited were:
  - 45% Historic Stearns, KY
  - 34% Pickett State Rustic Park and Forest
  - 32% Cumberland Falls State Resort Park
- “Other” local attractions (21%) are shown in Table 21.

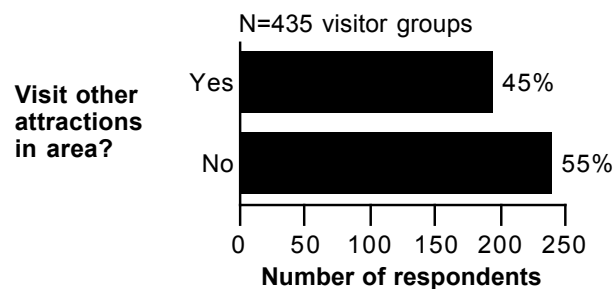


Figure 35. Visitor groups that visited other local attractions

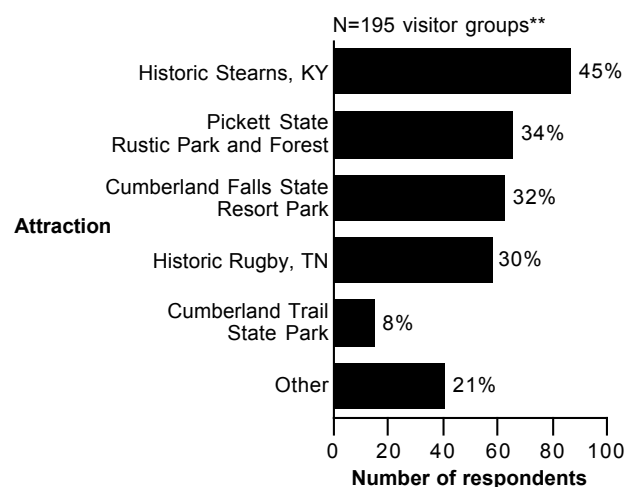


Figure 36. Local attractions visited

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 21. “Other” local attractions  
(N=41 comments; some visitor groups made more than one comment)

<b>Attraction</b>	<b>Number of times mentioned</b>
BSF Scenic Railway	5
Muddy Pond	3
Alvin C. York State Historic Park	2
Barthell Coal Camp	2
Daniel Boone National Forest	2
Jamestown, TN	2
Natural Arch	2
Barren Fork Horse Camp	1
Blue Heron	1
Brewer Bridge	1
Brimstone Recreation Area	1
Brown State Park	1
BSF Scenic Highway	1
Burgess Falls State Park	1
Church	1
Colditz Cove State Natural Area	1
Crossville, TN	1
Cumberland trailhead	1
Gentleman's Swimming Hole	1
Jamestown, TN winery	1
Obed Wild River	1
Oneida (shopping)	1
Pickett State Park	1
Real estate for sale	1
Renfro Valley	1
Rock Creek Area	1
Storytelling	1
Twenty-one area schools	1
Twin Arches	1
Wings over Big South Fork	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Sites visited in the park

### Question 8

On this visit to Big South Fork NRRRA, please indicate all the sites within the park that your personal group visited.

- As shown in Figure 37, the most commonly visited sites by visitor groups at Big South Fork NRRRA were:

51% Bandy Creek Area  
32% Leatherwood Ford  
28% East Rim Overlook

- The least visited site was:

3% Peters Bridge

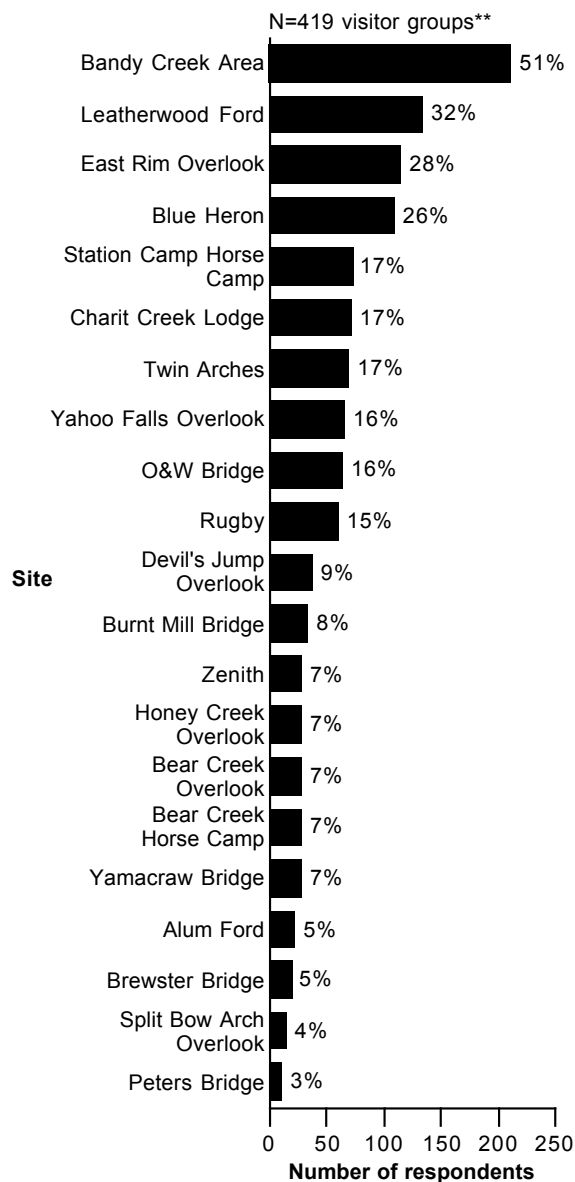


Figure 37. Sites visited in the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Activities on this visit

### Question 9a

On this visit, in which activities did your personal group participate within Big South Fork NRA?

### Results

- As shown in Figure 38, the most common activities in which visitor groups participated on this visit were:

54% Hiking/walking  
50% Stopping at scenic overlooks  
25% Horseback riding/wagon riding  
25% Picnicking

- “Other” activities (13%) are listed in Table 22.

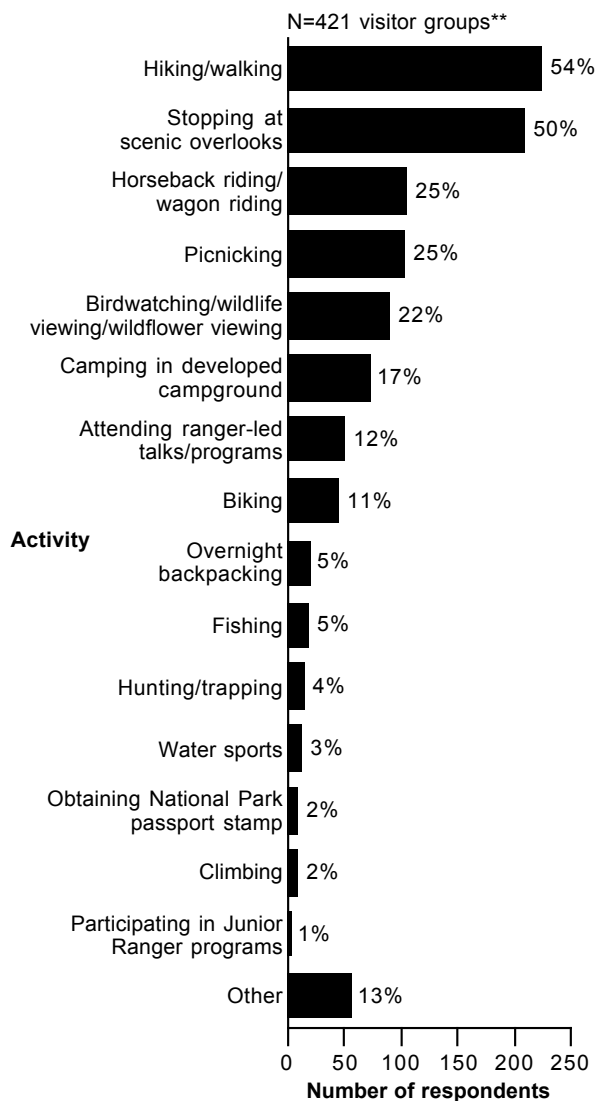


Figure 38. Activities on this visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 22. “Other” activities on this visit  
(N=55 comments; some visitor groups made more than one comment)

<b>Activity</b>	<b>Number of times mentioned</b>
Train ride	25
Big South Fork Scenic Railroad	10
Just passing through	3
Photography	3
Sightseeing	2
Storytelling event	2
Viewing scenery	2
Camping	1
Checked out campground and facilities	1
Enjoying reading history	1
Enjoying talking to park rangers, workers, and campground host	1
Historical sites	1
Just listening to nature	1
Motorcycling	1
Participate in school activity	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Activities on future visits

### Question 9b

If you were to visit the park in the future, in which activities would your personal group prefer to participate within the park?

### Results

- As shown in Figure 39, the most common activities in which visitor groups would prefer to participate on future visits were:

69% Stopping at scenic overlooks  
67% Hiking/walking  
48% Picnicking

- “Other” activities (6%) were:

ATV riding  
Big South Fork Railway  
Leaf viewing  
Motorcycling  
Photography  
Pool at Bandy Creek  
Sightseeing  
Storytelling event  
Touring old mining camps  
Trail running  
Train ride

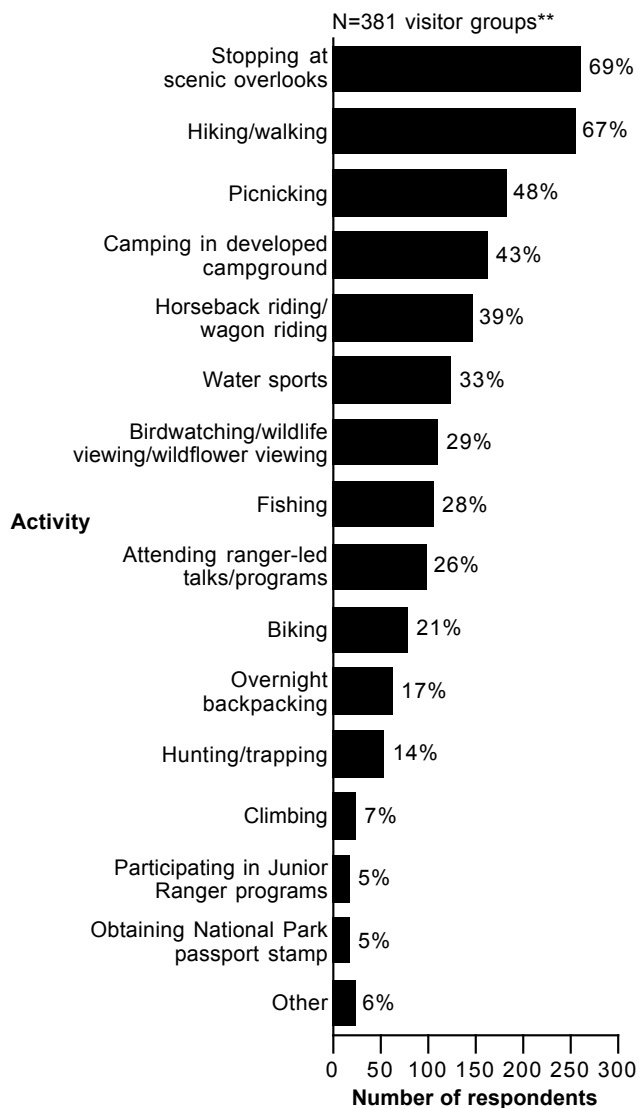


Figure 39. Activities on future visits

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Ratings of Services, Facilities, Attributes, Resources, and Elements

### Information services and facilities used

#### Question 10a

Please indicate all the information services and facilities that your personal group used at Big South Fork NRRA during this visit.

#### Results

- As shown in Figure 40, the most common information services and facilities used by visitor groups were:

58% Trails  
49% Assistance from park staff  
48% Park brochure/map

- The least used service/facility was:

1% Junior Ranger program

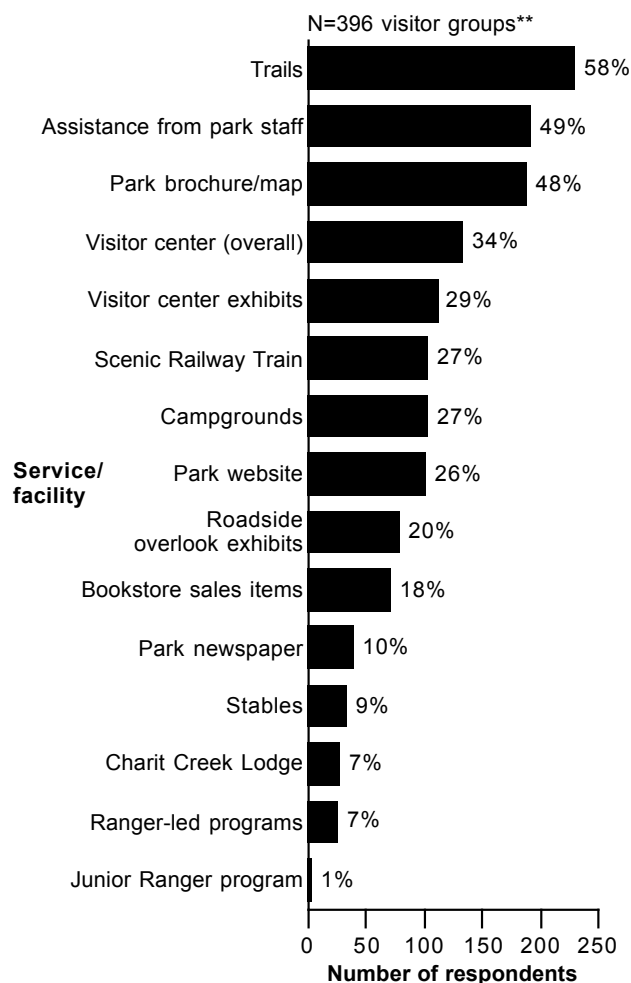


Figure 40. Information services and facilities used

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Importance ratings of information services and facilities

### Question 10b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

### Results

- Figure 41 shows the combined proportions of “extremely important” and “very important” ratings of information services and facilities that were rated by 30 or more visitor groups.
- Table 23 shows the importance ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

95% Trails  
92% Campgrounds  
90% Stables

- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:

3% Park newspaper

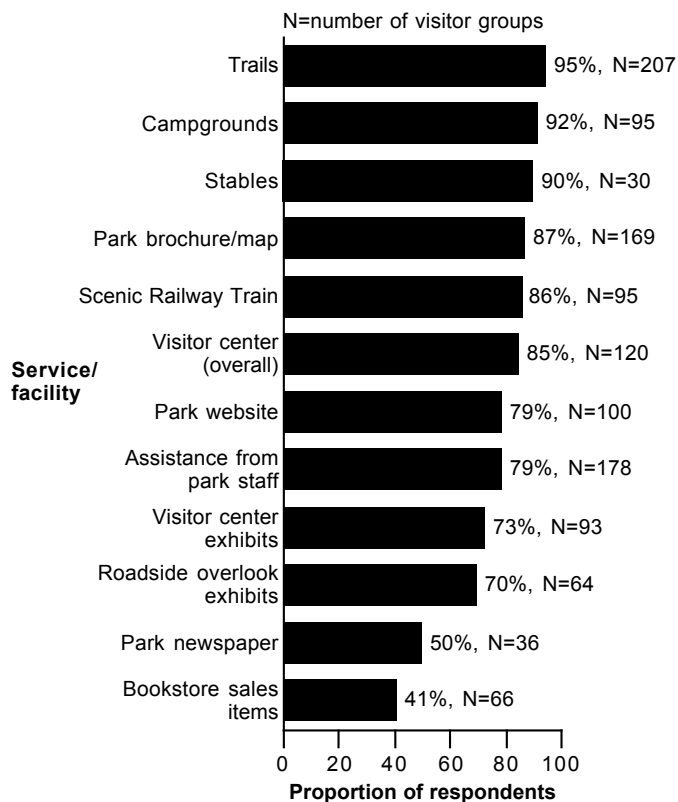


Figure 41. Combined proportions of “extremely important” and “very important” ratings of information services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 23. Importance ratings of information services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Assistance from park staff	178	2	6	13	28	51
Bookstore sales items	66	2	18	39	17	24
Campgrounds	95	2	1	5	20	72
Charit Creek Lodge – <b>CAUTION!</b>	25	4	0	20	32	44
Junior Ranger program – <b>CAUTION!</b>	3	0	33	33	33	0
Park brochure/map	169	0	2	11	33	54
Park newspaper	36	3	6	42	31	19
Park website	100	0	4	17	29	50
Ranger-led programs – <b>CAUTION!</b>	24	0	0	0	38	63
Roadside overlook exhibits	64	2	5	23	39	31
Scenic Railway Train	95	0	0	14	20	66
Stables	30	0	0	10	17	73
Trails	207	<1	1	4	20	75
Visitor center exhibits	93	2	6	18	35	38
Visitor center (overall)	120	0	2	13	29	56

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Quality ratings of information services and facilities

### Question 10c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

### Results

- Figure 42 shows the combined proportions of “very good” and “good” ratings of information services and facilities that were rated by 30 or more visitor groups.

- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

94% Visitor center (overall)  
94% Assistance from park staff  
93% Visitor center exhibits  
90% Stables

- Table 24 shows the quality ratings of each service and facility.

- The service/facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:

2% Campgrounds

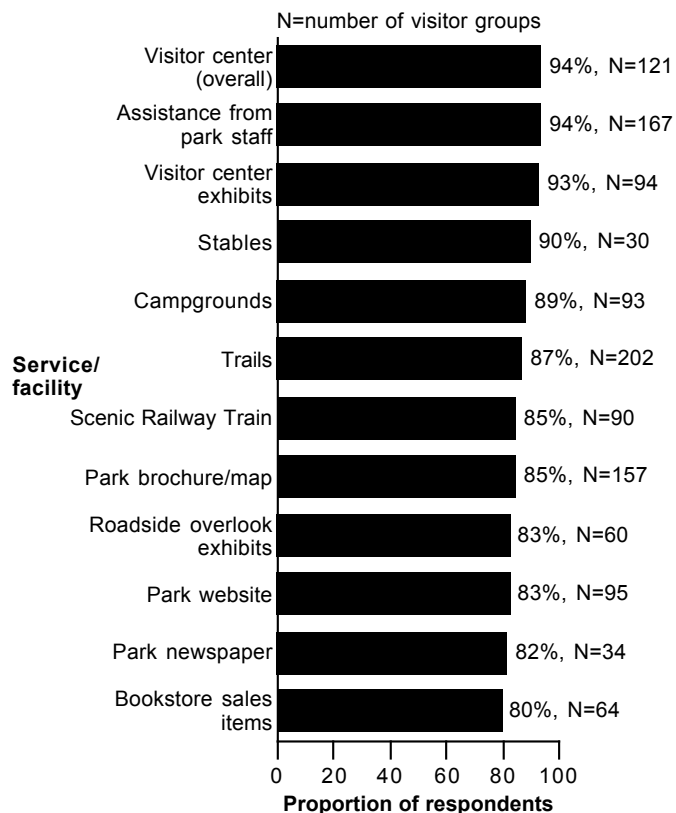


Figure 42. Combined proportions of “very good” and “good” ratings of information services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 24. Quality ratings of information services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Assistance from park staff	167	1	1	5	19	75
Bookstore sales items	64	0	0	20	28	52
Campgrounds	93	2	1	8	20	69
Charit Creek Lodge – <b>CAUTION!</b>	25	8	4	16	16	56
Junior Ranger program – <b>CAUTION!</b>	3	0	0	33	33	33
Park brochure/map	157	1	4	10	30	55
Park newspaper	34	0	3	15	41	41
Park website	95	1	0	16	38	45
Ranger-led programs – <b>CAUTION!</b>	23	0	0	9	22	70
Roadside overlook exhibits	60	0	2	15	35	48
Scenic Railway Train	90	0	2	12	23	62
Stables	30	0	3	7	27	63
Trails	202	0	2	11	30	57
Visitor center exhibits	94	0	1	6	33	60
Visitor center (overall)	121	0	0	7	26	68

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Mean scores of importance and quality ratings of information services and facilities

- Figure 43 and Figure 44 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average in importance and quality.

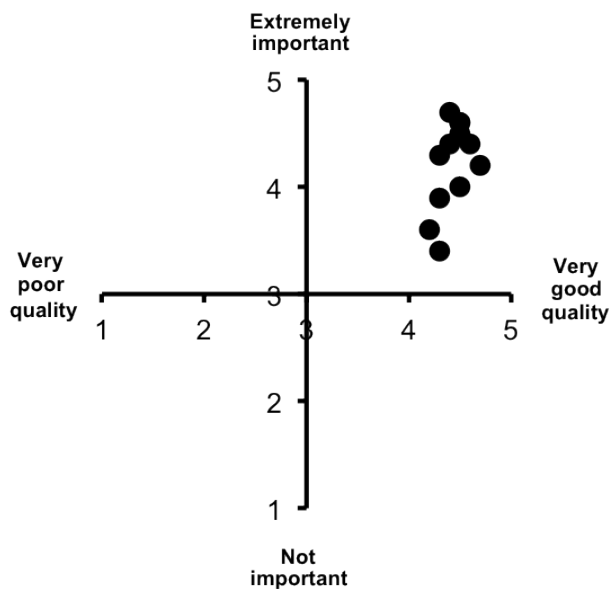


Figure 43. Mean scores of importance and quality ratings of information services and facilities

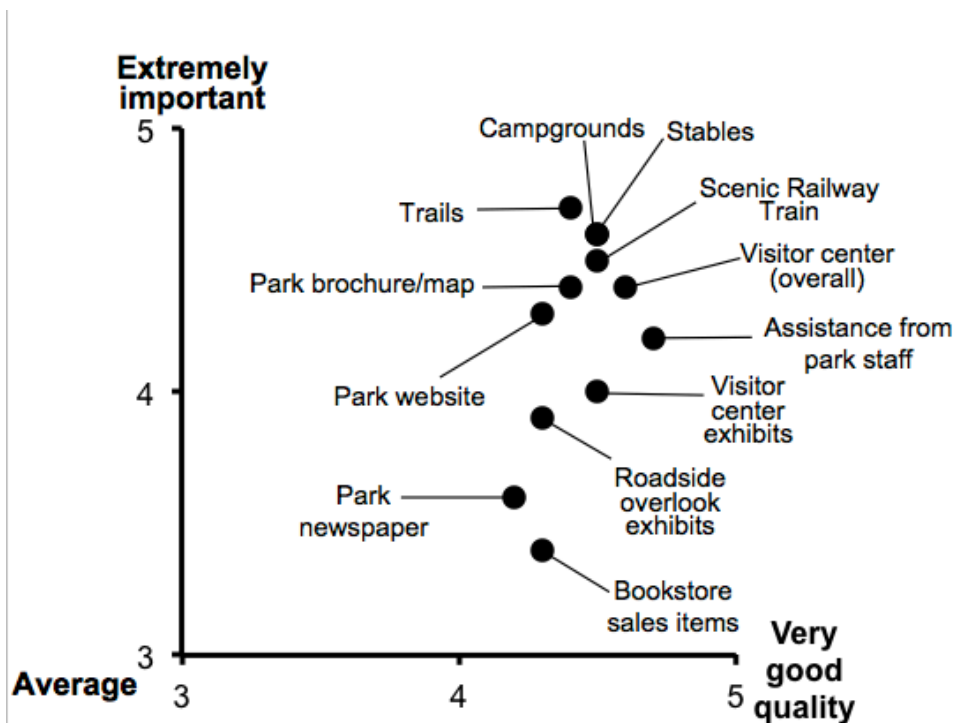


Figure 44. Detail of Figure 43

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## ***Importance of protecting park attributes, resources, and experiences***

### **Question 16**

It is the National Park Service's responsibility to protect Big South Fork NRRRA's natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following resources/attributes in the park to your personal group?

- 1=Not at all important  
2=Slightly important  
3=Moderately important  
4=Very important  
5=Extremely important

### **Results**

- As shown in Figure 45, the highest combined proportions of "extremely important" and "very important" ratings of protecting park resources and attributes included:

95% Clean water  
94% Scenic views  
93% Natural features

- The resource/attribute receiving the highest "not at all important" rating was:

3% Backcountry  
3% Educational opportunities

- Table 25 shows the importance ratings of park resources and attributes.

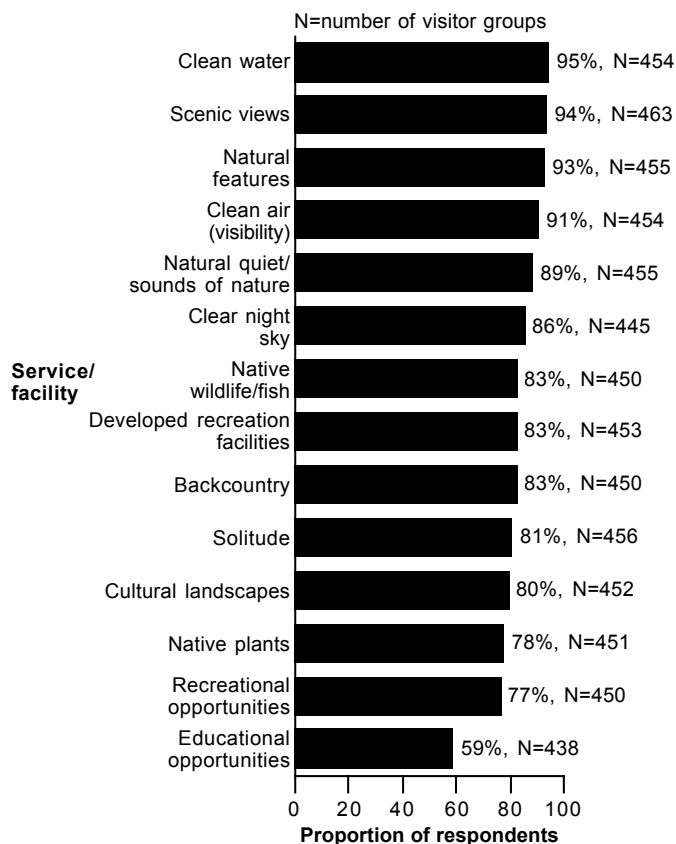


Figure 45. Combined proportions of "extremely important" and "very important" ratings of protecting park resources and attributes

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 25. Visitor rating of importance of protecting park resources and attributes  
(N=number of visitors groups)

Resource/attribute	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Backcountry	450	3	2	12	31	52
Clean air (visibility)	454	<1	1	7	31	60
Clear night sky	445	2	2	11	29	57
Clean water	454	0	<1	5	23	72
Cultural landscapes	452	1	4	15	36	44
Developed recreation facilities	453	1	2	14	36	47
Educational opportunities	438	3	10	28	32	27
Native plants	451	2	4	16	32	46
Native wildlife/fish	450	1	3	13	30	53
Natural features	455	0	<1	6	25	68
Natural quiet/sounds of nature	455	1	1	9	28	61
Recreational opportunities	450	2	4	17	32	45
Scenic views	463	0	2	5	30	64
Solitude	456	1	3	16	30	51

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Expenditures

### *Total expenditures inside and outside the park*

#### Question 17

For your personal group, please estimate all expenditures for the items listed below for this visit to Big South Fork NRA and the surrounding area (within 50 miles of the park).

#### Results

- 51% of visitor groups spent \$1-\$200 (see Figure 46).
- 26% spent \$201 or more.
- The average visitor group expenditure was \$204.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$71.
- The average total expenditure per person (per capita) was \$88.
- Figure 47, the largest proportions of total expenditures inside and outside the park were:

22% Gas and oil  
19% Lodge, motel, rented condo/home, cabin, etc.  
15% Groceries and takeout food

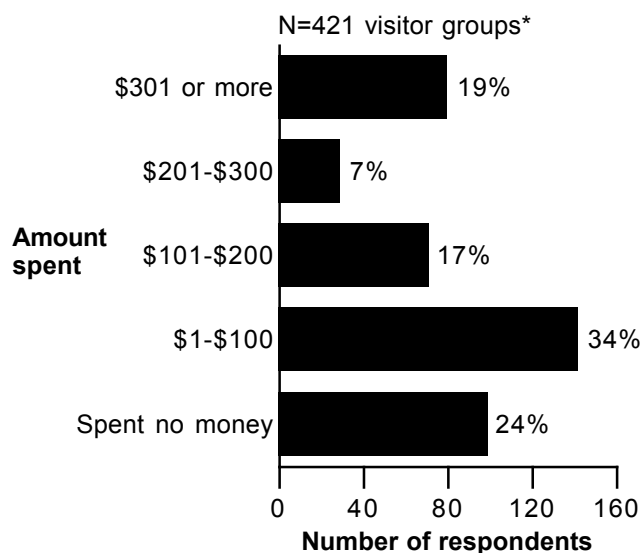


Figure 46. Total expenditures inside and outside the park

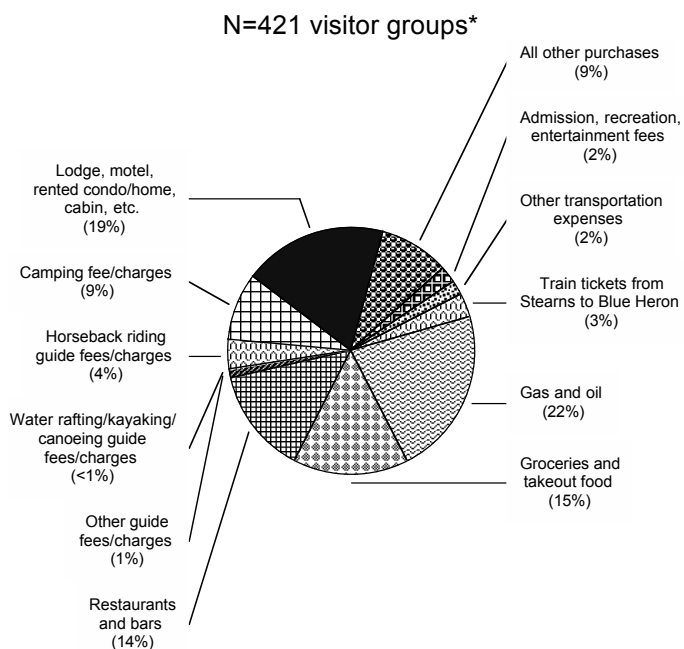


Figure 47. Proportions of total expenditures inside and outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Number of adults covered by expenditures***

#### **Question 17c**

How many adults (18 years or older) do these expenses cover?

#### **Results**

- 60% of visitor groups had two adults covered by expenditures (see Figure 48).
- 25% had three or more adults covered by expenditures.

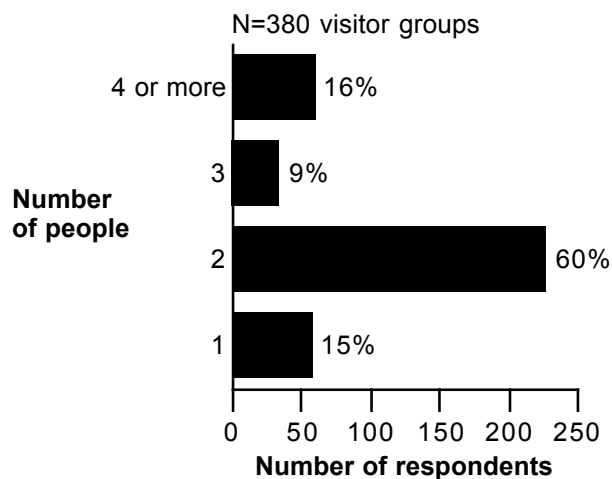


Figure 48. Number of adults covered by expenditures

### ***Number of children covered by expenditures***

#### **Question 17c**

How many children (under 18 years) do these expenses cover?

#### **Results**

- 76% of visitor groups had no children covered by expenditures (see Figure 49).
- 18% had one or two children covered by expenditures.

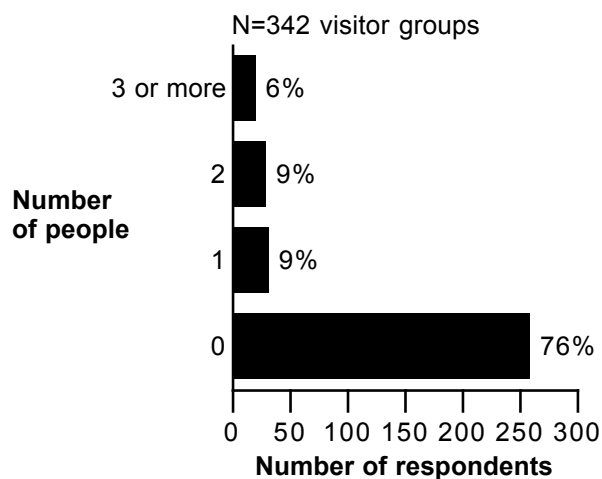


Figure 49. Number of children covered by expenditures

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures inside the park

### Question 17a

Please list your personal group's total expenditures inside Big South Fork NRA.

#### Results

- 58% of visitor groups spent no money (see Figure 50).
- 30% spent \$1-\$100.
- The average visitor group expenditure inside the park was \$43.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$0.
- The average total expenditure per person (per capita) was \$35.
- As shown in Figure 51, the largest proportions of total expenditures inside the park were:

39% Camping fees and charges  
21% Horseback riding guide fees and charges  
18% All other purchases

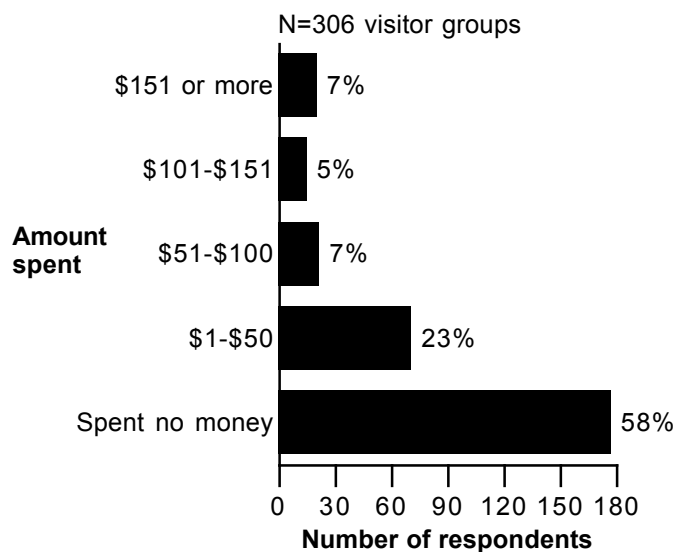


Figure 50. Total expenditures inside the park

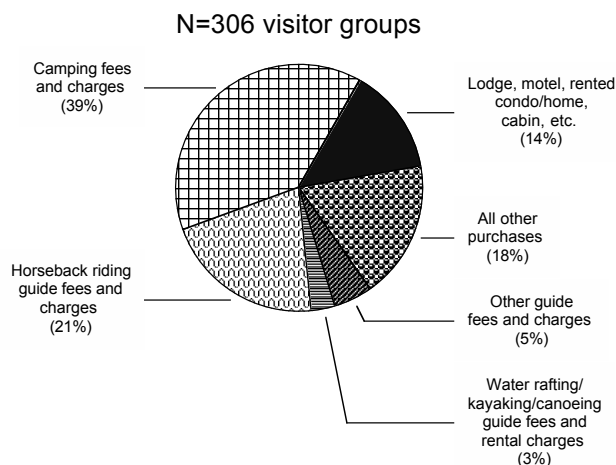


Figure 51. Proportions of total expenditures inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodge, motel, rented condo/home, cabin, etc.

- 95% of visitor groups spent no money on lodging inside the park (see Figure 52).
- 4% spent \$51 or more.

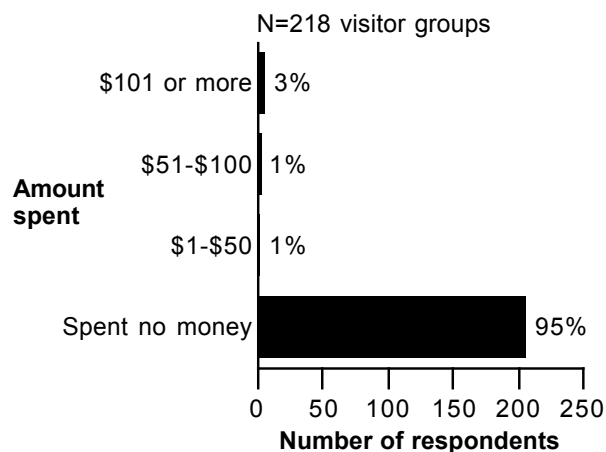


Figure 52. Expenditures for lodging inside the park

Camping fees and charges (including backcountry)

- 73% of visitor groups spent no money on camping fees and charges inside the park (see Figure 53).
- 17% spent \$41 or more.

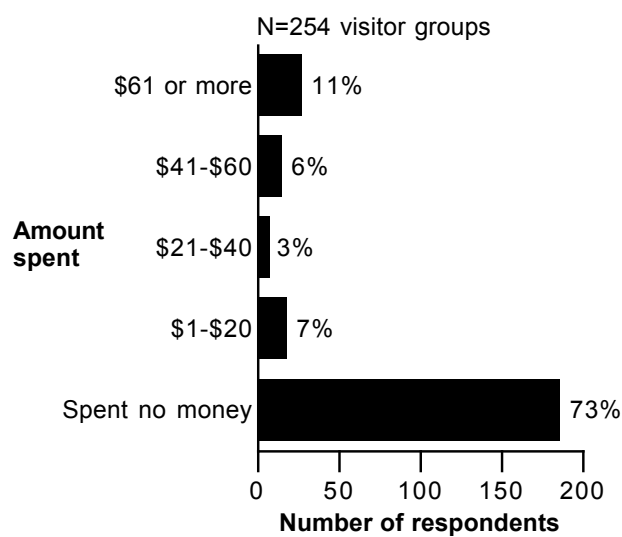


Figure 53. Expenditures for camping fees and charges inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Horseback riding guide fees and charges

- 93% of visitor groups spent no money on horseback riding guide fees and charges inside the park (see Figure 54).
- 5% spent \$51 or more.

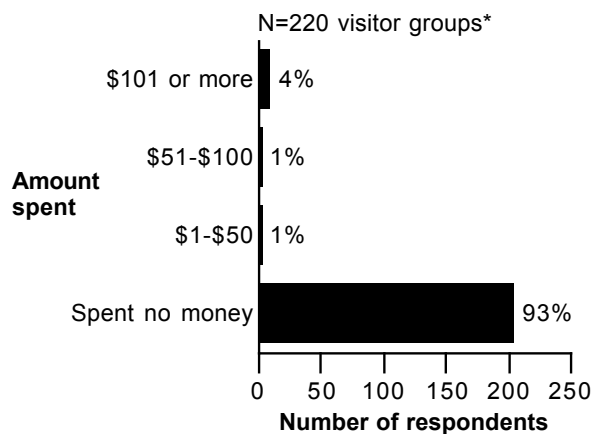


Figure 54. Expenditures for horseback riding guide fees and charges inside the park

Water rafting/kayaking/canoeing guide fees and rental charges

- Almost 100% of visitor groups spent no money on water rafting/kayaking/canoeing guide fees and charges inside the park (see Figure 55).

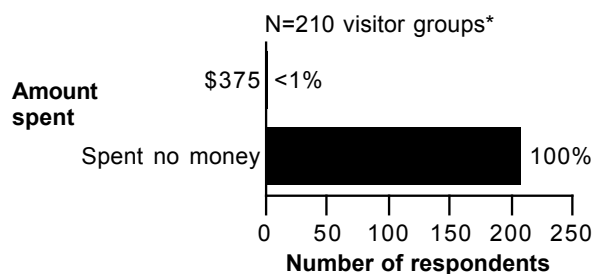


Figure 55. Expenditures for water rafting/kayaking/canoeing guide fees and charges inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Other guide fees and charges

- 94% of visitor groups spent no money on other guide fees and charges inside the park (see Figure 56).
- 4% spent \$21 or more.

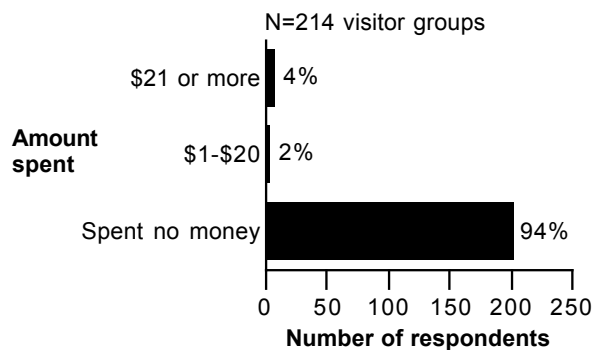


Figure 56. Expenditures for other guide fees and charges inside the park

All other expenditures (souvenirs, books, postcards, sporting goods, donations, etc.)

- 74% of visitor groups spent no money on all other purchases inside the park (see Figure 57).
- 20% spent \$1-\$20.

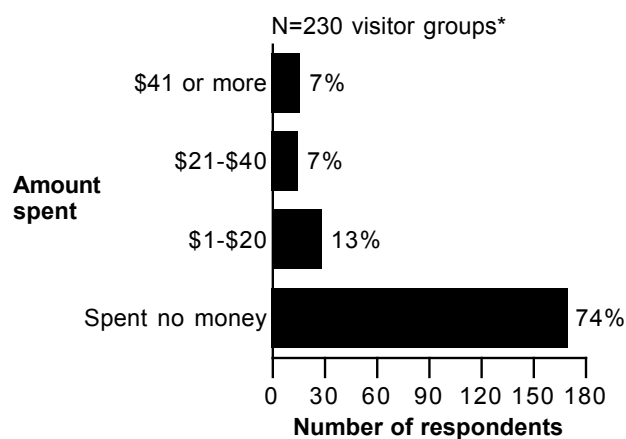


Figure 57. Expenditures for all other purchases inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures outside the park

### Question 17b

Please list your personal group's total expenditures in the communities in surrounding area outside the park (within 50 miles of the park).

#### Results

- 53% of visitor groups spent \$1-\$200 (see Figure 58).
- 24% spent no money.
- The average visitor group expenditure outside the park was \$186.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$70.
- The average total expenditure per person (per capita) was \$98.
- As shown in Figure 59, the largest proportions of total expenditures outside the park were:

26% Gas and oil  
20% Lodge, motel, rented  
condo/home, cabin, etc.  
18% Groceries and takeout food

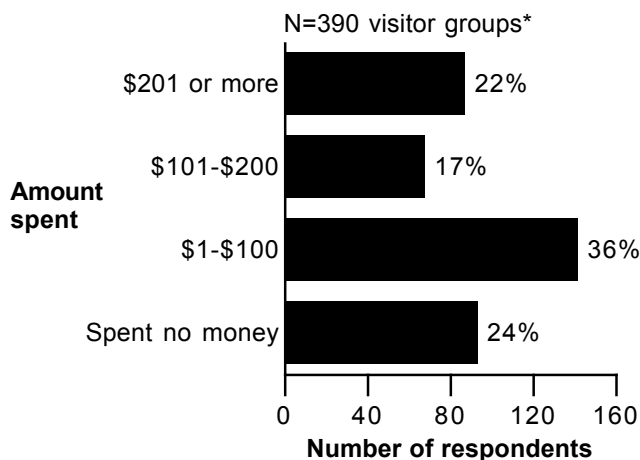


Figure 58. Total expenditures outside the park

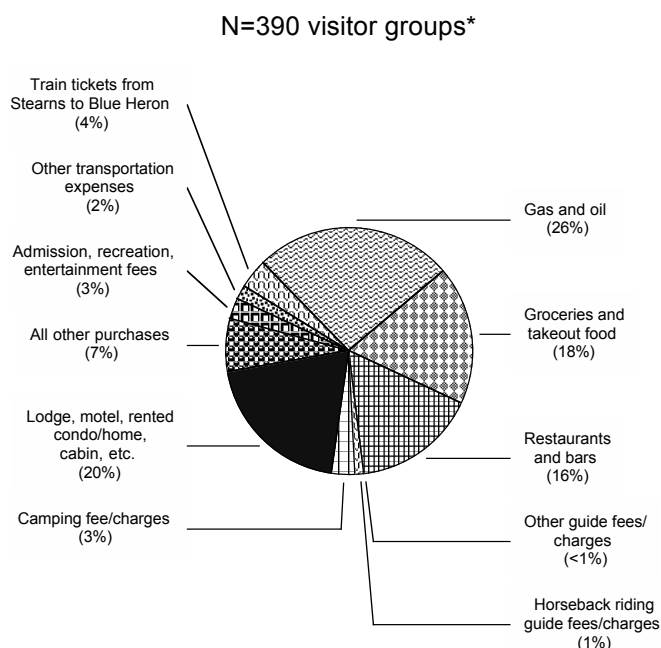


Figure 59. Proportions of total expenditures outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodge, motel, rented condo/home, cabin, etc.

- 71% of visitor groups spent no money on lodging outside the park (see Figure 60).
- 21% spent \$101 or more.

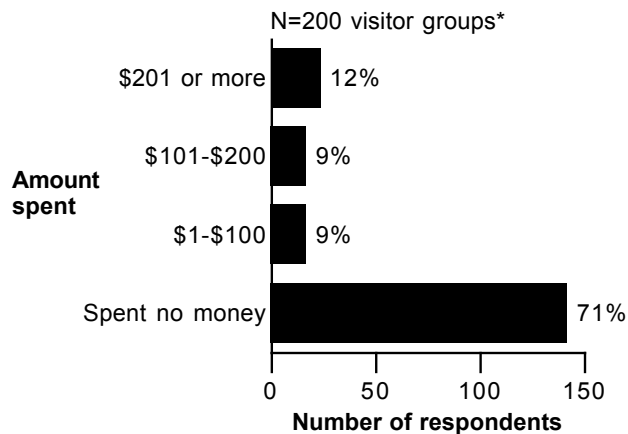


Figure 60. Expenditures for lodging outside the park

Camping fees and charges (including backcountry)

- 93% of visitor groups spent no money on camping fees and charges outside the park (see Figure 61).
- 4% spent \$21 or more.

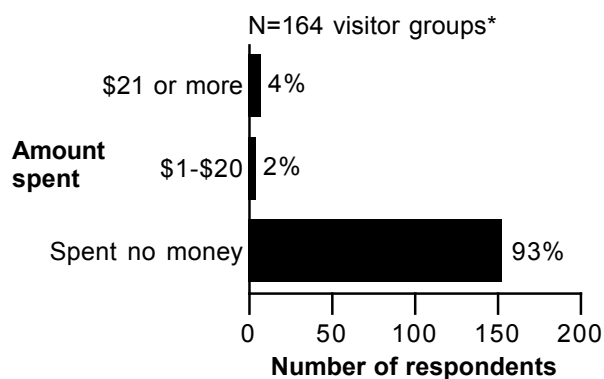


Figure 61. Expenditures for camping fees and charges outside the park

Horseback riding guide fees and charges

- 98% of visitor groups spent no money on horseback riding guide fees and charges outside the park (see Figure 62).

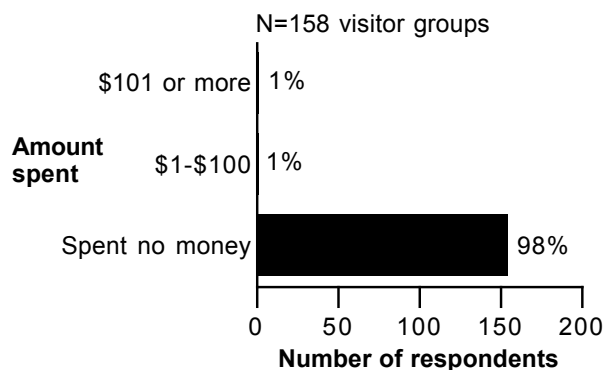


Figure 62. Expenditures for horseback riding guide fees and charges outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Water rafting/kayaking/canoeing guide fees and rental charges

- 100% (N=157) of visitor groups spent no money on water rafting/kayaking/canoeing guide fees and charges outside the park.

Other guide fees and charges

- 97% of visitor groups spent no money on other guide fees and charges outside the park (see Figure 63).

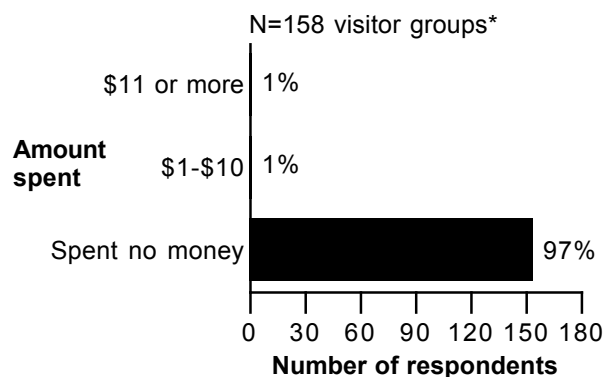


Figure 63. Expenditures for other guide fees and charges outside the park

Restaurants and bars

- 42% of visitor groups spent no money on restaurants and bars outside the park (see Figure 64).
- 42% spent \$21 or more.

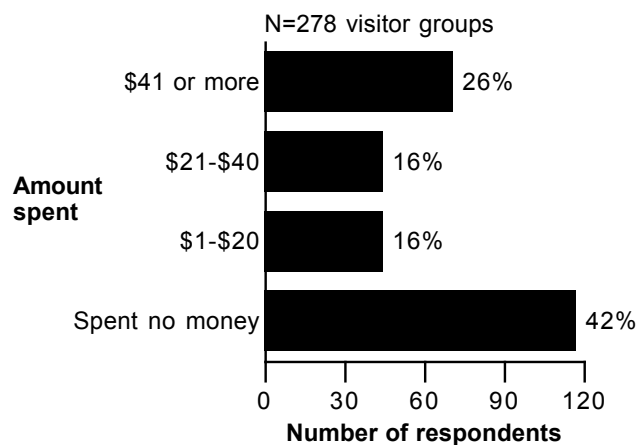


Figure 64. Expenditures for restaurants and bars outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Groceries and takeout food

- 41% of visitor groups spent no money on groceries and takeout food outside the park (see Figure 65).
- 40% spent \$21 or more.

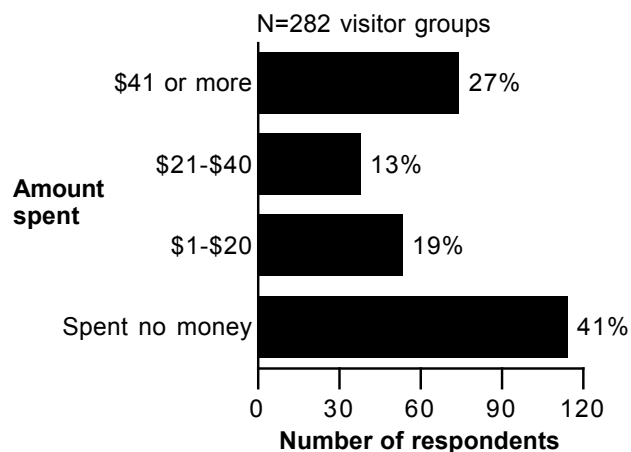


Figure 65. Expenditures for groceries and takeout food outside the park

Gas and oil (auto, RV, boat, etc.)

- 52% of visitor groups spent \$1-\$100 on gas and oil outside the park (see Figure 66).
- 35% spent no money.

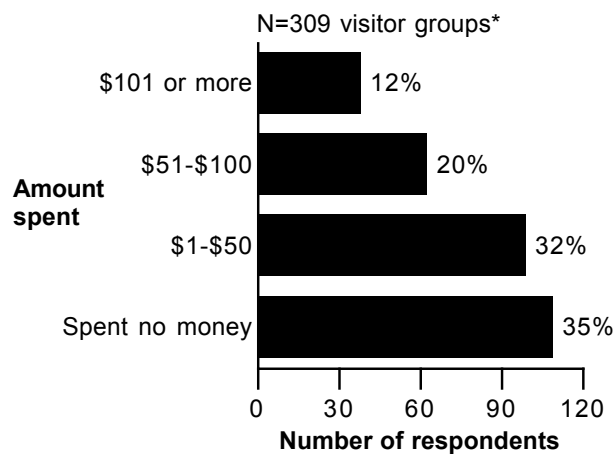


Figure 66. Expenditures for gas and oil outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Train tickets from Stearns to Blue Heron

- 69% of visitor groups spent no money on train tickets from Stearns to Blue Heron outside the park (see Figure 67).
- 24% spent \$41 or more.

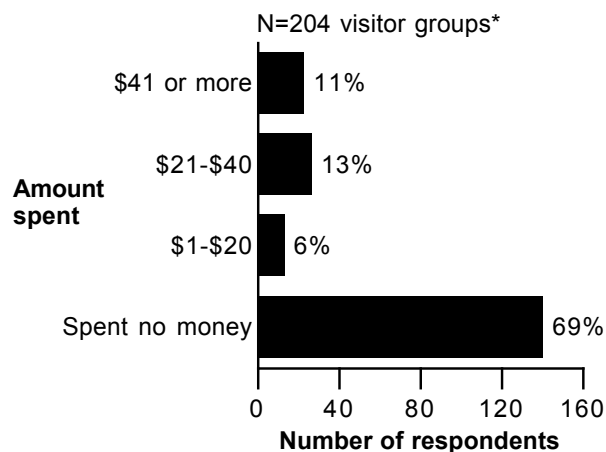


Figure 67. Expenditures for train tickets from Stearns to Blue Heron outside the park

Other transportation (rental cars, taxis, auto repairs, but NOT airfare)

- 95% of visitor groups spent no money on other transportation outside the park (see Figure 68).
- 3% spent \$1-\$50.

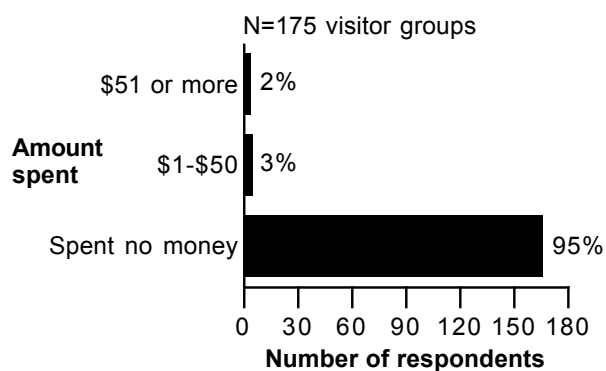


Figure 68. Expenditures for other transportation outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, and entertainment fees

- 90% of visitor groups spent no money on admission, recreation, and entertainment fees outside the park (see Figure 69).
- 7% spent \$21 or more.

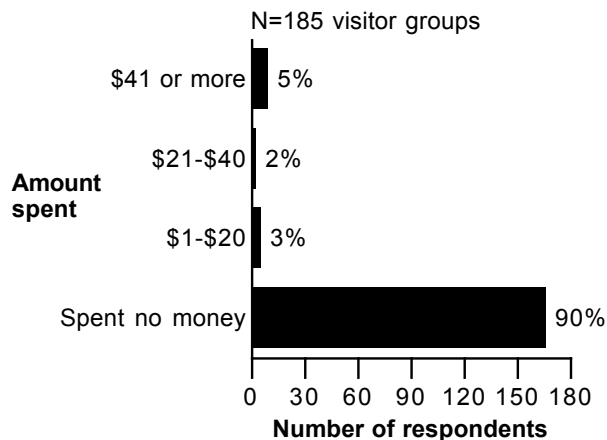


Figure 69. Expenditures for admission, recreation, and entertainment fees outside the park

All other expenditures (souvenirs, books, postcards, sporting goods, donations, etc.)

- 63% of visitor groups spent no money on all other purchases outside the park (see Figure 70).
- 22% spent \$21 or more.

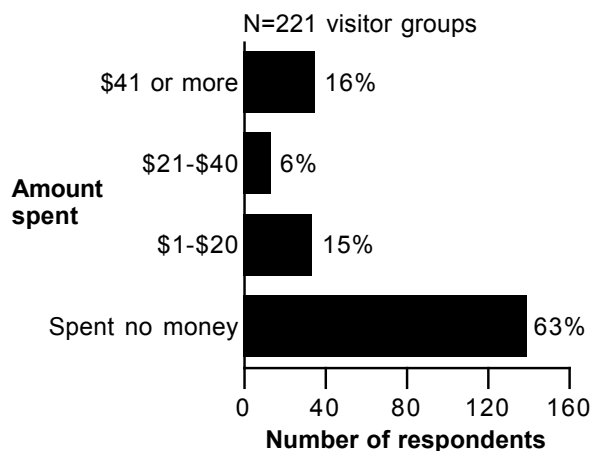


Figure 70. Expenditures for all other purchases outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Preferences for Future Visits

### *Preferred methods to learn about the park*

#### Question 19

If you were to visit Big South Fork NRRA in the future, how would your personal group prefer to learn about cultural and natural history/features of the park?

#### Results

- 92% of visitor groups were interested in learning about the cultural and natural history/features of Big South Fork NRRA on a future visit on a future visit (see Figure 71).

- As shown in Figure 72, among those visitor groups that were interested in learning about the park, the most common methods to learn were:

64% Self-guided with printed materials

49% Park website

45% Outdoor exhibits

45% Ranger-led programs

- “Other” methods (2%) were:

Entrance area board showing

current things going on

Magazines like *Trail Rider*

One-on-one interaction and dialog with park personnel

Radio

Television

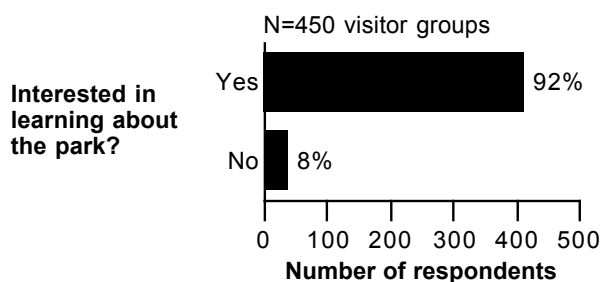


Figure 71. Visitor groups that were interested in learning about the cultural and natural history/features of Big South Fork NRRA on a future visit

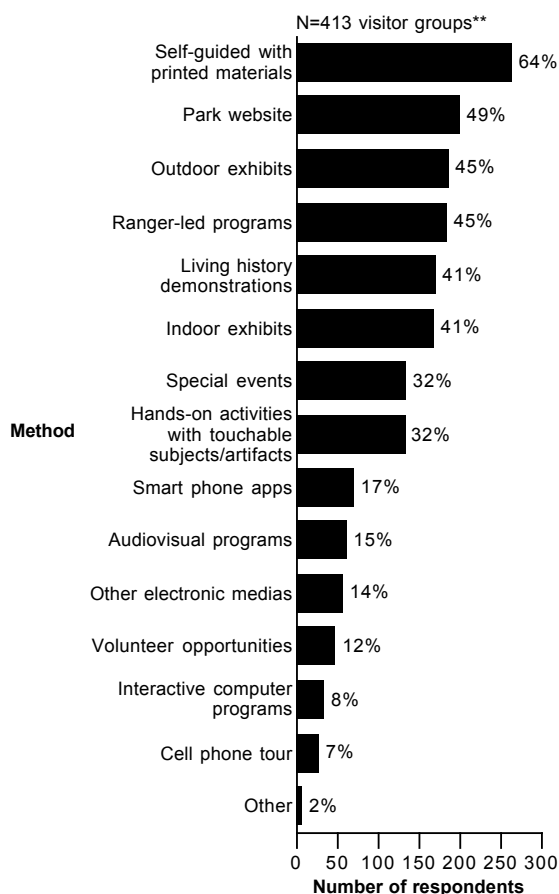


Figure 72. Preferred methods for learning about the cultural and natural history/features of Big South Fork NRRA on a future visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***Items available for purchase at the visitor center bookstore on a future visit*****Question 12**

If you were to visit Big South Fork NRRA in the future, what would your personal group like to have available for purchase at the visitor center bookstore?

**Results**

- 47% of visitor groups were interested in items for purchase on a future visit (see Figure 73).
- As shown in Figure 74, the most common items visitor groups would like to have available for purchase at the visitor center bookstore on a future were:
  - 62% Souvenir items
  - 52% Convenience items
  - 33% Additional publications
- “Other” items (15%) are listed in Table 26.
- Table 27 shows the topics of additional publications visitor groups would like available on a future visit.

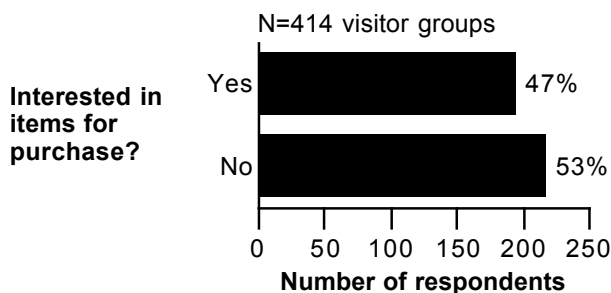


Figure 73. Visitor groups interested in items for purchase on a future visit

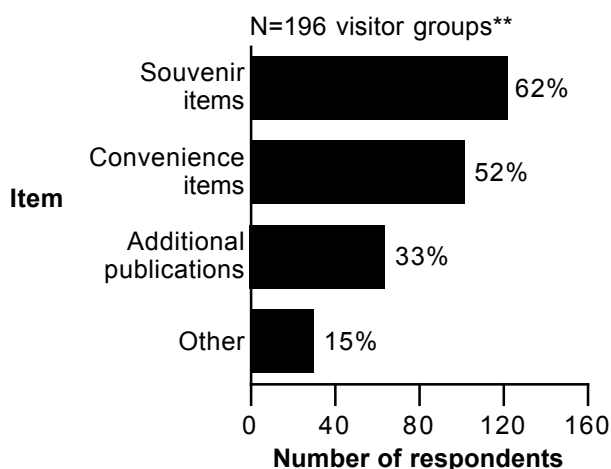


Figure 74. Items for purchase at visitor center bookstore on a future visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 26. “Other” items visitor groups would like available for purchase (N=30 comments; some visitor groups made more than one comment)

<b>Item</b>	<b>Number of times mentioned</b>
Food	7
Snacks	3
More horse trail maps	2
Better firewood	1
Beverages	1
Camping items	1
Camping supplies	1
Christmas ornaments	1
Eco-friendly camping supplies	1
Feed for posts ride	1
Gloves	1
Local crafts	1
Local foods	1
National Park tack pins	1
Ponchos	1
Refrigerator magnets	1
Restaurant	1
Snakes	1
Storytelling	1
Tack-horse related items	1
Wider selection of t-shirts	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 27. Topics of additional publications visitor groups would like available on a future visit (N=53 comments; some visitor groups made more than one comment)

<b>Topic</b>	<b>Number of times mentioned</b>
Area history	9
Trail maps	8
Hiking	4
History	3
Maps	3
Children's topics	2
Mountain biking	2
Wildlife	2
Bears	1
Birds	1
Building structures	1
Craft show	1
Elk	1
Fishing	1
Historic farms	1
Horses	1
Hunting	1
Nature	1
Other state maps	1
Outdoors	1
Park history	1
Photography	1
River	1
Rock formations	1
Smaller pocket trail maps	1
Stories	1
Wild plants	1
Wildflowers	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Question 11**

If you were to visit Big South Fork NRRRA in the future, what additional facilities would your personal group like to have available? (Open-ended)

**Results**

- 160 visitor groups (34%) listed additional facilities they would like to have available on a future visit (see Table 28).
- Some visitor groups listed services instead of facilities (see Table 29).

Table 28. Additional facilities available for a future visit  
(N=158 comments; some visitor groups made more than one comment)

<b>Facility</b>	<b>Number of times mentioned</b>
Restaurants	12
Restrooms	9
Access to water	6
More horse trails	6
C-store	5
ATV trails	4
Better river access	4
Cabin rentals	4
More mountain biking trails	4
More parking	4
More trail signage	4
Different types of horse stalls (standing/no concrete ties)	3
Fishing	3
Horse trails	3
Pavilion	3
Sewer hookups	3
Asphalt bike trails	2
Benches along trails	2
Better handicap access	2
Electrical hookups	2
Improved gift shop	2
Improved restrooms	2
Lodging	2
More camping with horses	2
More signage in the park	2
Picnic tables	2
Repair to stairs on Yahoo Falls	2
Other facilities	56

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 29. Additional services available for a future visit  
(N=35 comments; some visitor groups made more than one comment)

<b>Service</b>	<b>Number of times mentioned</b>
Improved trail maps	9
Better variety of food	6
Continual trail maintenance	3
Ranger-led talks/programs	3
Movie of park history	2
Wi-fi	2
Wildlife information	2
Church services at campgrounds	1
Fast service at food area off train	1
Longer time between train arrival and departures	1
More overnight back country hiking/camping information	1
More stops by train	1
No bears	1
Organized volunteer trash pick up days once or twice a year	1
Ranger-led hikes	1
Shuttle service to trailhead	1
Stock more fish	1
Storytellers/people in period costume	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Overall Quality

### Question 14

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Big South Fork NRRRA during this visit?

### Results

- 90% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 75).
- 1% of visitor groups rated the quality as “poor.”
- No visitor groups rated the quality as “very poor.”

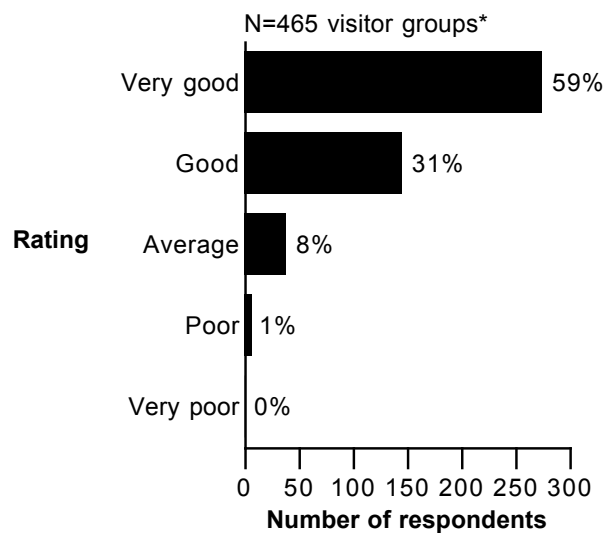


Figure 75. Overall quality rating of facilities, services, and recreational opportunities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor Comment Summaries

### *Planning for the future*

#### Question 15

If you were a manager planning for the future of Big South Fork NRRRA, what would your personal group propose? (Open-ended)

#### Results

- 48% of visitor groups (N=227) responded to this question.
- Table 30 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 30. Planning for the future  
(N=326 comments; some visitor groups made more than one comment)

Comment	Number of times mentioned
<b>PERSONNEL (3%)</b>	
More park rangers present	3
Other comments	7
<b>INTERPRETIVE SERVICES (14%)</b>	
More special events and programs	7
More child-friendly activities	6
Ranger-led hikes/walks	4
Improved trail maps	3
More historical interpretation	3
Education	2
Other comments	22
<b>FACILITIES/MAINTENANCE (39%)</b>	
Improved trail maintenance	13
More horse trails	7
Improved trail signage	6
Continue maintaining horse trails	5
More mountain bike trails	5
ATV trails	3
Clean restrooms	3
Less stones/rock on horse trails	3
Maintain trails	3
More roads open for better access	3
Repair Leatherwood Ford bridge	3
Sewer sites	3
Better access for handicapped	2
Better river access	2
Improve campground maintenance	2
Information center upon entering park	2
Maintain roads better	2
Maintenance at Yahoo Falls	2

Table 30. Planning for the future (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>FACILITIES/MAINTENANCE (continued)</b>	
More developed camping areas	2
More hiking trails	2
Paved bike trails	2
Other comments	51
<b>POLICY/MANAGEMENT (20%)</b>	
Advertise more	8
Minimal management impact for preservation	8
Keep horse camping/trail access	5
Separate horse and hiking trails	4
More access to backcountry trails by mountain bikes	2
More local outreach/involvement	2
Other comments	36
<b>RESOURCE MANAGEMENT (4%)</b>	
Get rid of bears	2
Manage bears	2
Other comments	8
<b>CONCESSION SERVICES (3%)</b>	
Food in the park	4
Other comments	6
<b>GENERAL (17%)</b>	
Keep up the good work	5
Hiking	3
Camping	2
Concerts	2
Hunting	2
Longer train ride	2
More time at Blue Heron on train layover	2
Volunteer opportunities	2
Other comments	36

**Additional comments****Question 25**

Is there anything else your personal group would like to tell us about your visit to Big South Fork NRRRA? (Open-ended)

**Results**

- 50% of visitor groups (N=238) responded to this question.
- Table 31 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 31. Additional comments

(N=415 comments; some visitor groups made more than one comment)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>PERSONNEL (9%)</b>	
Park staff was friendly	12
Park staff was great	11
Park staff was helpful	7
Park staff was knowledgeable	3
Other comments	5
<b>INTERPRETIVE SERVICES (2%)</b>	
Loved Ghost Train event	2
Other comments	5
<b>FACILITIES/MAINTENANCE (13%)</b>	
Well maintained	7
Park was clean	6
Trails well maintained	5
Keep horse trails maintained - they're some of the best	3
Yahoo Falls area needs work	3
Great facilities	2
Maintenance needed	2
Need more biking trails	2
Please don't add rocks to horse trails	2
Trails need maintenance	2
Other comments	20
<b>POLICY/MANAGEMENT (10%)</b>	
Keep it natural	5
Continue to protect and preserve the land	4
Continue to allow dogs	2
Did not like questions on race/ethnicity	2
Other comments	29
<b>RESOURCE MANAGEMENT (1%)</b>	
Comments	4
<b>CONCESSION SERVICES (&lt;1%)</b>	
Comment	1

Table 31. Additional comments (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>GENERAL (65%)</b>	
Enjoyed visit	50
Great park	32
Beautiful	26
Would like to return	21
Thank you	18
Enjoyed train ride	10
Keep up the good work	8
Live nearby and recreate here often	7
Visit often	7
Enjoyed Bandy Creek Campground	4
Great scenery	4
Love horseback riding here	4
Never had a bad experience here	3
Own property nearby and recreate here often	3
Enjoyed hiking	2
Enjoyed the train ride	2
Good job	2
Peaceful	2
Proud of the park	2
Quiet	2
Other comments	60

## Visitor Comments

This section contains visitor responses to open-ended questions.

### Question 15

If you were a manager planning for the future of Big South Fork NRRRA, what would your personal group propose? (Open-ended)

- A hotel near Rugby
- A roundhouse for the engine at bottom and top. An actual walk in mine excursion. A little more time to take on the buildings and their history lessons from the actual residents.
- A running trail (3 miles at least) changed
- Access to trails via trailheads, food and overnight lodging within the park boundaries.
- Activities for young and mid age 12-16 led by rangers
- Additional canoe/kayak access to river, additional water fountains
- Additional mountain bike trails
- Additional trail resources. Rest area, restrooms. Preventing less piles along trails.
- All falls in one trip
- An official and staffed and ongoing park presence at Rugby, even if just weekend period (Fri, Sat, Sun). A visitor welcome at the south gateway
- Asphalt bike trails
- Attract more hunters through management of local wildlife populations
- ATV trails
- Authentic time period locomotive for the historical train ride
- Backcountry camping encouraged
- Be more visitor friendly – some of the rangers are rude, try to increase visitors not run them off
- Better access from interstate
- Better access on south side. Rebuild river access sites at Peters and Brewster Bridges. Install signs and info for gentleman's swimming hole and meeting of the waters trail.
- Better info on Blue Heron camping opportunities, better signage at trail intersections, a 9-hole disc golf course in the field at Bandy Creek
- Better management at horse/hiking trails. Some very scenic trails, such as Big Island and Station Camp are so impacted by horses that they are impossible by others. Shuttle system for point-to-point backpackers.
- Better maps, more horse trails, better listing of arches, caves, rock formations
- Better river access, more exciting activities for kids races on the water a riding event
- Better stable area for horses
- Better trails
- Better trails management
- Bike and canoe rentals, make paved bike trails
- Bluegrass music cookouts
- Buildings are too industrial - not very pleasing to the eye. Any originality to the original structures of old home places have been reduced to steel beams.
- Cabin rentals, more special events/programs
- Camping and hunting
- Camping sewer service, better cell service
- Campsite walkthroughs by rangers. Add personnel to park with an outreach program.



- Can money be gotten for more trail maintenance
- Can't think of any
- Chip and seal Yahoo Road then have it close after 9 PM to open at 6 AM. Fixed camping grounds and at Yahoo picnic area cleaned and trails walkable. Fix overlooks and bring in more tourists to that area.
- Clean restrooms and signs on trails
- Clean up the dead limbs, etc., along the rail line into the gorge
- Cleaner bathrooms at Leatherwood and baby changing station in bathrooms
- Collect information from successful events at other parks, implement same or similar events to bring in tourism and include the local community and again volunteer support for park.
- Conservation, volunteer opportunities
- Continue horse trails, appreciate no four wheelers
- Continue managing trails to entice groups
- Continue work on horse trails, tear out concrete tie stalls at station camp as this is the #1 reason horse people don't come back to station camp.
- Continued trail maintenance and seeing that horse traffic does not negatively impact water quality (trail crossings)
- Cultural, developed educational opportunities
- Detailed information including correct distances on each trail and mileage between trails and sites
- Details which can sustain them, allow mountain biking
- Develop relationships with the local communities to help achieve success of more visitors to the park. As a resident I think we are sitting on a gold mine. You must be able to have it all so everyone can enjoy their own personal experience in the park.
- Develop the area a little more. The fire looked devastating. There was no place to eat a nice meal at the train station or hardly nearby, it was very difficult to find a place. More shops, etc.
- Did not hike this time due to rain, but would like to see trails marked with mile markers of fraction of miles
- Do not put large gravel on the trails. Very hard on horses feet. Bruise soles even with shoes and hard on their legs. Class one sand mixed with dirt is great.
- Distances in kilometers as well as miles on signs
- Do some clear cutting to see scenery better at Angie Falls
- Educating people about the importance of our national parks and respecting them!
- Education - Hiking
- Enforcing rules in the campground, more playgrounds for small children
- Estimated time to participate with ranger-led activities
- Everything was wonderful
- Expanded horse trails with scenic overlooks
- Extend boat ramp
- Few more road signs, lower the rods for shower curtains
- Fix low water bridge at leatherwood so people can continue traditions such as baptisms, fishing, etc.
- Focus on maintaining the native habitat, wildness, solitude, and natural features of the park
- Food store
- Four wheeler trails
- Get bear population under control
- Get rid of bears
- Get rid of the bears, they're a nuisance

- Good trail maintenance
- Great for students of all school! Come on down!
- Guarded walking tour
- Guided hikes and overnight hikes
- Have a restaurant and more kid-friendly activities
- Have actual activities for families such as storytelling
- Have campsites over by stables, so you can be close if something needed to be done
- Have more exhibits and interaction with visitors. Have big events that bring out visitors.
- Have not had time to investigate all you offer
- Have places to eat other than that, because it's a great place
- Hiking/camping
- Horse trail and horse friendly environment
- Horseback riding, mountain bike riding
- Hunt with my dog in the park
- I don't know
- I have friends in the Nashville area that have no idea of what there is to see in the park. Advertise!
- I think a great job is already being done. The outdoor information seemed to have very adequate info.
- I would like to see food plots for deer. You have open fields around Bandy Creek area.
- I would propose it be kept as close to the same as it is now
- I would propose looking into building one or two backcountry overnight shelters between Bandy Creek and Blue Heron for backcountry backpackers to spend the night in on the trail. Three sides and a roof would be great!
- I'm not a manager, we enjoy driving through and camping and hiking, wish you would fix washed out bridge
- Improve road quality. Horrible through gorge.
- Improve the access for the physically impaired
- In the cool houses with figures in them, maybe put more effort into it
- Installed sewer in all campsites
- It has everything we want - great hiking, biking, creeks, and rivers, camping, cabins, and dog friendly
- Keep hiking and horse trail up
- Keep horse trails and campgrounds open. BSF has the best horseback riding area in the United States.
- Keep horses off hiking trails. Repair Leatherwood Ford Bridge. Have an artist in residence.
- Keep it operating. Add the personal interest stories and the music. Advertise better what is there to get visitors. This is a very interesting and important part of KY and USA history and should be seen and preserved!
- Keep it rugged and wild. Don't tame it or try to attract commercialism. Its untouched beauty is its appeal.
- Keep Little Bridge repaired, get rid of the snakes, we would rather have the bears
- Keep out people that forget to pack before coming here. Big sign DA stay out.
- Keep primitive camping always available in the future. Too many large campers tend to take over camping areas.
- Keep roads up better. Thank you for finally doing the patch work!
- Keep the natural landscapes, plant life and animals as they were 200 years ago
- Keep up the good work
- Keep up the good work

- Keep up the good work - we had a great time in the woods
- Keep up the good work that is being done. Campground neat and clean bathrooms very, very clean.
- Keeping restrooms clean and open
- Large group pavilion in Appaloosa Field
- Larger and more horse trailheads
- Leave it alone - it was a mistake to put black bear in the Big South Fork. We live in Crossville and they are at our backdoor now.
- Less bear activity, more signs at historical sites to understand the past cultural situation
- Less stones/rock on horse trails
- Lighting
- Local/camp area bulletin board and encourage going-ons, e.g. last bear sighting, snakes, unusual animals/birds/ What did they do, trails hiked, etc. Lower camping fees.
- Longer layover at the Blue Heron on the train ride to be able to see more
- Longer train ride
- Longer work season for seasonal staff (trails)
- Maintain equestrian trail access!
- Maintain hiking trails. Maintain farmhouses, barns, etc.
- Maintain hitch rails, found one or more loose and dangerous.
- Maintain the biking and hiking trails
- Maintain the park for horseback riding. No other trails like BSFNRR
- Maintain what you have already and don't worry about expansion
- Maintaining visitor satisfaction with friendly, well paid employees
- Maintenance and expansion of multi-use trails system
- Maintenance of train, allow more time at Blue Heron
- Make a map of horse trails with length of trails on it
- Make horse camps better
- Make the park as family friendly as possible
- Making Rugby a true southern access to park with camping, lodging, visitor center and programs and coordinate with state for extended trails around Rugby including state natural area.
- Maps & signage on trails could use improvement
- Maybe more advertisement/brochures available in other parks to tell about the area
- More access to backcountry trails by mountain bikes.
- More activities for the park/special events
- More advertising beyond local area. More local outreach for involvement and protection of the BSF.
- More and larger horse parking. BSF is too large to ride from any one area. Most local and many horse camps haul out to the trailheads.
- More attractive gift shop, larger visitor center
- More beginner bicycle trails/paths for visitors with fewer technical and decreased physical abilities
- More campsites (electricity and water)
- More developed camping areas. Better availability of firewood.
- More educational activities geared towards local children and families. Family camp night, etc.
- More evening events
- More events such as concerts in the park; possibly a waterpark; a cowboy golf course
- More hands on things for kids, a store, and more publicity about the park. I live close to the park, but I didn't even know of it.

- More hiking trails
- More hiking trails in the northern section of the park
- More historical interpretation (Indian history, natural history (buffalo, elk), early settlers)
- More hitching facilities at scenic spots and at trailheads
- More horse camping, more trail signs and maps
- More horse trails
- More horse trails
- More kid activities
- More mountain bike trails
- More mountain bike trails connectors to Bandy Creek campgrounds and on shuttles to trails head
- More mountain bike trails!
- More mountain biking trails. No diesel trucks in Bandy Creek Campground. Diesel is too noisy and loud.
- More night to ride ghost train
- More park rangers present, a guide to tell you more about the area
- More promotion of the park and important history that effected America's growth and culture of the area
- More regularly scheduled outdoor interpretive programs
- More roads need to be open, for hunting, access is the key for the BSF
- More roads. If you want to preserve it for hikers/campers, leave it alone. If you want to increase attendance, more roads. Look to studies in the Smokies. Most never get 300 yards from roads.
- More rustic camping
- More signage advertising the area, more ranger-led talks about the history of the area
- More signage, more promotion of the area
- More special events/activities throughout
- More staff to give more lectures/briefings to visitors also I advocate the Department of the Interior charging a modest fee for entry into national parks and areas managed by Department of Interior. Raises for employees. More community involvement. Invest in our resources and our people!
- More time on Sunday
- More trails in the park for short ride of three miles or so
- Mowing the fields and keeping the fields cut down. Burn dead trees, clean the forest floor up with dead trees. Plant food plots for wildlife, such as corn.
- Multipurpose trail starting at west entrance at Highway 297 going across Laurel Fork Creek to Fork Ridge Road. Built horse camp on fork ridge per original plans. Re open roads above gorge for use during big game season, closing roads will limit some from ability to access, those with disabilities. Poplar Ridge Road.
- Nature walks for tree/plant identification (both fall and spring)
- Need more people working on trails
- New horse trails to scenic rock/bluff formations i.e. arches, overlooks, Rock House. Antler Restriction on Bucks like Catoosa!
- No commercial development, investigate destruction of off road vehicles, use of guns for recreation
- No commercialization maintain trails and facilities
- No houses on hiking trails (mud/damage), open trail system to ATV/OHV, increased campgrounds, shut it down to decrease budget
- No hunting, better security for facilities and personal vehicles, better informed staff regarding trail closure
- No suggestions

- Nothing-love the park!
- Nut, berry, fruit stands, herbs, teas, shrubs for sale
- Open the horse trails that have been proposed instead of closing trails. Allow bikes on some of the backcountry horse trails. Keep the trails clear of trees.
- Paved road to Twin Arches, septic system
- Paved trail for parents with young children requiring a stroller
- Perhaps an information center upon entering park giving details on specific sites to see
- Place cameras near facilities at the parks to try to catch vandals. People should have to pay for their damage instead of everyone having to do without bathrooms, etc.
- Plant more flowering trees (such as dogwood, redbud, magnolia) and shrubs
- Please separate hiking and horse trails. It is miserable to try and hike on a trail which has been destroyed by hoof traffic.
- Promote day hikes more twin arches etc.
- Promote the mountain biking farther out, TN, IN, MI, OH, NC, IL, this place was great!
- Protect the bears. People aren't too smart. Keep it rustic.
- Protecting groups from bears
- Redevelop Charit Creek Lodge
- Reduce the heavy handedness of law enforcement types
- Remove all gates to roads
- Repair damaged stairway at Yahoo Falls and create information Kiosk with map and improved restrooms
- Repair/replace vinyl seats on train. They were disgusting - ripped and falling apart and uncomfortable.
- Ride my horse!
- Same as what is already available
- Scavenger hunts, longer train ride, interactive train ride, more stop and explore areas. Cleaner train, more modern trains.
- School project
- See more of park
- Shelter and electricity in field where we camped
- Simple maintenance. There was a lot of peeling paint at Blue Heron.
- Some kind of safety information for new visitors
- Spend more time and hike
- Stop over development such as graveling wilderness roads and concrete crossways in streams. No new trails needed - concrete on maintenance
- Stop putting rock on horse trails. That large rock hurts the horses' feet. Brought new friends down to ride, disappointed in trails because of rock.
- Studies on the flora and fauna of the area - books/brochures helpful - especially for children
- That they keep a ranger at the visitor center. If someone needs help out on the trails.
- The facilities at Yahoo Falls, needs improved, the trail needs to be repaired and opened. We were disappointed.
- The trails were in great shape. The campground needed maintenance - the stairs were missing gravel and in poor repair.
- There's enough hustle and bustle in the world. This is some place where you can just chill and enjoy the peace and quiet and see the work of God around you and be thankful for it all. He is a master artist.
- Ticket and fine those who litter
- To be more outgoing to the kids rather than adults only. More 4-12 kid friendly.

- To keep a strong focus on maintaining the park and trails for the use of horseback riding. That's why I come back again and again.
- To preserve the land for the next generations, so they may enjoy it as well. What would people do without the parks?
- To use ATV on certain days of the week
- Trail maps on website change some of the horse trails to hiking only, and provide online backcountry permits! The permit spots are out of the way or often closed.
- Try to have some social events
- Try to make visitors aware of the threats facing our forestlands - Emerald Ash Borer, gypsy moth, hemlock wooly adelgid, moving firewood, etc., and how to reduce those risks.
- Update and change, been there several times nothing new to see
- Upgrade trails and repair overlook railing
- Visit too short
- Wagon trails for the elderly who can no longer participate by hiking or riding horseback
- Walks with rangers on trails. More bathrooms.
- Website is very important. Trail maps on website should be easily linked/downloaded
- Wildlife reintroduction - elk, otter, puma, wolf, mastodon
- Work with US Forest Service Pine Knot CCC to help with trails
- Would like to see hiking trails more clearly marked, John Litton Loop Trail, scattered benches on trails, would like t-shirts for Spring Planting and Haunting of the "Hills" festivals.
- Wow - what a question, more access for handicapped and those with limited mobility
- Yearly celebration/history day in the fall and use it as a school visit/family day

**Question 25**

Is there anything else your personal group would like to tell us about your visit to Big South Fork NRRRA? (Open-ended)

- 3rd time to Stearns, love the area
- Always enjoy the scenery
- Always enjoyable; great, helpful park staff, great facilities
- Always enjoyable!
- Bandy Creek Campground is nice
- Bear boxes or lines/cable systems would be helpful
- Beautiful
- Beautiful - best kept secret!
- Beautiful and will visit often
- Beautiful area - excellent roads - friendly rangers
- Beautiful area! We had a hard time finding the amazing rock formations that everyone talks about. We'll be back to explore more!
- Beautiful area. Please keep maintaining and allowing horse riding, as we will be back and thoroughly enjoyed riding in the park. Thank you for doing the survey as well.
- Beautiful area. When we first got to the area, it looked abandoned and we weren't sure we were in the park. We did end up enjoying our visit.
- Beautiful park - rangers were extremely helpful and very friendly
- Beautiful park and area!
- Beautiful park to drive through. Thank you.
- Big plot of awesomeness
- Came up for camping/horseback riding. Loved it so much, bought a house and moved here from FL. Best camping and horseback riding anywhere. Everyone wants to live here!
- Clean up some old trails where the dead pines fell
- Cool trip, thanks
- Could use a couple more signs indicating direction to the campground/Blue Heron Coal Mine as you leave the Overlook Drive. Enjoyed our visit here. Some maintenance is needed at both Blue Heron and Devils Jump Overlooks.
- Dangerous stairs at Yahoo Falls, zero handrails in sections. Beautiful area - would like to explore the other sites!
- Did not appreciate racist questions #25. Redundant questions and filling in complete circles took too long!
- Emergency tool kits for each activities for example a long trail hiking, accident or emergency (first aids and asking for rescue tools, torch, insect bite cream, spray, pain killer, army knife)
- Enjoy seeing all the wildlife while traveling throughout the park
- Enjoy the natural nature. Keeping it natural is very important!
- Enjoyable day hiking. Staff friendly at Charit Creek Lodge and Bandy Creek Visitor Center.
- Enjoyed hiking and mountain biking trails
- Enjoyed the railway tour tremendously
- Enjoyed the train ride and the views of the river and coal business
- Enjoyed thoroughly
- Enjoyment. As always the visit was great. I would like to see all the fields mowed. The dead trees gone. The park scenery would be nicer.

- Everyone was very nice and very well educated on telling the history. We had singing at the rest stop on the train, very nice. My grandchild loved the gift shop and the train. The walk across the bridge was great. All your personnel made us feel right at home. Very relaxing day. Thanks!
- Everyone we met and places we visited even the motel we stayed at was fabulous. People were very hospitable, we'll be back.
- Everyone working in the park system are super people. Maintenance crew keeps everything great and the park rangers and the programs are wonderful.
- Excellent facility
- Excellent job, keep up the good work. God bless you for all you do. Please keep the parks open for the next generations, and continue to protect the land.
- Friendly staff and informative had a wonderful day in the park!
- Fun, interesting, and beautiful!
- Grand gap trail - just wonderful
- Great fun
- Great park, glad it is available.
- Great place
- Great place and I enjoy it very much
- Great place I live
- Great time TKS
- Great time!
- Great time!
- Greatly enjoyed the train ride!
- Had a wonderful time
- Had great time and will be coming back! Good job rangers!
- Hate to see that vandalism has shut the restrooms down at Yahoo Falls. Wish there was a way to stop this.
- I am a property owner just outside the park in Spruce Creek. Many friends come up from time to time to camp and ride.
- I am disappointed to see the gate relocated on Yellow Face Trail. When my family donated land for Yellow Face Trailhead, the NPS agreed that the road would remain open as a multi use to the gate's original location at top of gorge.
- I am glad the rangers finally stopped harassing the locals
- I enjoy every visit and everything about the park
- I enjoy the quiet and scenery which horseback riding and appreciate the well-maintained trails. However I would not consider camping in the campground because of the restrictions and the actions of some rangers toward campers. They are rangers not Gestapo! Some are too heavy handed.
- I have been to the park for the last 10 years - you have the best rangers now - that you have had.
- I hope it will remain pristine and uncrowded
- I live in Scott County and work in Fentress. I love the scenery and splendor. Please protect it and preserve it.
- I live within two miles of BSF so I ride my horse into the park year round - for 6 years I have lived here and other 10 years before moving here.
- I really enjoyed myself and my family had a great time too. Thanks to the park my kids will sleep very good tonight!
- I really enjoyed the trail to Yahoo Falls and will tell people about it and hope to go back soon
- I walk the different trails about three times a week. They are always wonderful.
- I would like to see more natural sites, but I have a hard time walking long distances



- I would like to see more trails made to rock formations
- I've heard of the increasing shutdown of these trails. I believe they are a real asset in cases of controlling fires or rescuing someone as well as a great recreation that could attract more visitors to this area.
- I've hunted here for 40 years. Anything you can do to help the deer. Put in food plots for them.
- I've lived here most of my life. I enjoy the park but it has changed not all for the bad.
- I've visited several other parks around the country and Big South Fork is well run as any other. Never had a negative experience at BSF.
- In all my visits to BSF I have not had on bad experience with staff, lodging or facilities. Always clean, will be back many times.
- It is a beautiful place to visit!
- It is beautiful. Thanks for doing a great job.
- It needs to follow in the footsteps of the Smoky Mountain National Park, a well managed park
- It was a wonderful beautiful day! Thank you!
- It was beautiful
- Joel was fantastic at camping registration - Bandy Creek. Jessica was immensely helpful with all kinds of info at Bandy Creek, as was Debbie at Blue Heron.
- Just decided to visit because tickets were 1/2 price. Now we know for locals its always 1/2 price will visit more often. (Train ride). I enjoyed the train ride better than the one at Oak Ridge. Will be back when there are less leaves, probably in spring.
- Just want to let you all know I feel so blessed to have this park in my area! Thank you for all your hard work!
- Keep horse trails maintained - they're some of the best
- Keep up the good work
- Keep up the good work you do, thanks
- Large yellow jacket nest in Blue Heron Hoop Trail between stairs to road and gorge overlook parking lot areas (directly on trail)
- Lodging on the Tennessee portion is nonexistent. No lodging in BSF, nor in Oneida, TN; so we left the area two days earlier then planned.
- Lost first paper
- Love everything but the bugs and the cost of fuel.
- Love it
- Love it!
- Love it!
- Love riding here, got married here
- Love the Big South Fork!
- Love the convenience of the showers and obtaining ice. Thank you for your service.
- Love the park! Great hiking. Love the rustic environment. Friends frequently camp and horseback ride. We live in KY 11 miles from park. We travel regularly. It would be nice if roads connected KY and TN.
- Love the Rock Creek area and campsites and Pickett St Park and areas around enjoyed the visit
- Love this area and the river. Keep up the good work. The rangers this morning were very friendly. Just wish Kentucky would get the dam fixed so water levels would return!
- Love, love trail and area for horse riding - best ever!
- Loved it
- Loved it! Thanks.
- Loved riding the train

- Loved the Blue Heron area! Yahoo Falls area needs work, very sad!
- Low water pressure at campgrounds, too much gravel for horses feet. Love the campgrounds - nice friendly people running it! Stables are very good, wish someone was there all the time in case of emergency! Hate all the new gravel on the trails!
- Mainly went for scenic train riding. Considering coming back for waterfalls, hiking and history.
- More activities around Rugby, TN. Rugby has the infrastructure to be a proactive partner!
- More information on the website about the trails how long (miles) and grade 1-3. One being easy.
- More training on release of endangered animals. For example, many folks who live around BSFNR are afraid of bears and snake. Educational seminars would be helpful. Thank you!
- Moved to this area as a result of a visit! Love it!
- MTB trails were great and will be back soon. Loved it up there.
- My children and I go to multiple different parks in the area every year. It would be wonderful if there was more offered such as interactive storytelling.
- My family goes to South Fork area every year we love it!
- My wife and I horseback ride a lot every year. I have hunted here since I was a kid.
- Myself and my family have been coming to BSF camping and riding horses for many years. We love the place! Keep up the good work!
- Need more than one working drinking fountain in train station. Train car seats could use some TLC. Many seat backs are broken.
- Need paved running trail (3 miles at least). Need more biking trails.
- No.
- Our group has visited this general area yearly, so we have been to many locations in the more distant past and we love it! It was a pleasurable experience. We all believe in the Department of Interior and love the work you folks do. Carry on and be proud of what you do! God bless you!
- Overall it was a lot of fun, loved listening to the people of the past at Blue Heron
- Park is great, need more mountain bike trails
- Park was quiet, clean, maintained, not overused and abused. Improve signage to Bald Knob. Feature the walks over the river. Please include a description of the photo shown on front of survey next time. Provide an incentive coupon and description of parks to visit during a season to get people to go to new parks and have new experiences. Accept checks for camping payment. Alert campers and visitors of fall leaf color change in park via the internet posting. Yahoo Falls is overblown and run down.
- Park was very well maintained. Beautiful place - we had a great time.
- People like entertainment; I live next to park and play music. People enjoy good old-fashioned mountain music. Have more of it!
- Please continue to allow dogs in the BSFNNRA, that is one of the main reasons we choose to come here over the Smokies.
- Please continue to provide horse camps and horse trails and don't restrict riders from being in the forest and around the waterways. We will come and spend money.
- Please don't add rocks to horse trails
- Please fix the walk bridge!
- Please make a better map of the horse trails. Everything else was great!
- Please separate hiking and horse trails. It is miserable to try and hike on a trail which has been destroyed by hoof traffic.
- Question number 23 A and B should not be part of survey
- Railroad and Stearns very interesting. Glad I was able to visit.
- Really enjoy riding road bike in the park
- Really enjoy the friendly atmosphere, trails, and solitude

- Really enjoyed our short visit very much. Only had the one day for visiting in the park - hope for a longer visit next time... saw very little this time. Keep it natural.
- Really enjoyed overlook at (Angel Falls) trail was sketchy towards top but fun
- Self guided tours with interactive smart phones apps including places of interest (Google Earth Like) would improve the experience
- Sites or view are tremendous
- Some better maps
- Some of the best horse trails anywhere! Help keep the trails up and going - we love them!
- Super clean campground and restrooms
- Thank you for a wonderful time and a special thanks to Joe Cross.
- Thank you for all you do! The BSF is a very special place and always enjoy my time.
- Thank you for being receptive to mountain biking in Big South Fork
- Thank you for keeping the campground and trails dog friendly!
- Thank you for letting us ride horses in BSF and letting us have the AERC Endurance Rides every year!
- Thank you for the park
- Thank you!
- Thanks for a great visit - keep up the great work!
- Thanks for letting us ride grand gap and John Muir. Best riding in TN!
- Thanks for more frequent mowing of field
- The area is beautiful and enjoyed the train ride to Blue Heron
- The area was beautiful and nice
- The ghost train was so much fun! Encourage them to develop this event, it was a blast!
- The horseback trailheads are currently too few/small for the amount of use. Frequently a ride is cancelled due to lack of available space.
- The last time we rode train it didn't stop at Barthell. It did the first time I had ever rode it. Would like for it to do that again.
- The less people the better. We don't want it to be like the Smokies, overpopulated.
- The maintenance of trails for horses were the best I have ever seen!
- The park rangers are so nice. The park is always clean. We just love the park. We used to be park host in Florida.
- The park rangers have always been helpful and friendly. The bathrooms and grounds have always been well kept. I have never had a bad visit.
- The park, so clean, beautifully maintained, the staff was great, so very helpful and polite. Thank you.
- The railing on the stairs leading down to Yahoo Falls needs to be repaired.
- The rangers did a great job accessing our biking capabilities and which trails to check out
- The scenery is great. Keep up the presentation of areas like this.
- The scenic railway trip needs to give more than 45 minutes to see all the sights. Disappointing.
- The trails at Yahoo were not on map
- The trails were clear and we had a great time. Will definitely be back many more times.
- This area is very important to our family. The rangers in this area are very helpful and always available. They appear to work very diligently.
- This was a very enjoyable and relaxing trip
- To protect the natural trails. Please don't use the large rock on horse trails. Small gravel or sand would look and help horses better. So disappointed this trip. We have always loved coming to Big South Fork. Bring friends for the riding experience of their lives. Didn't turn out so well.

- Too many bears! When I first entered the park bears were not a problem. Get rid of the bears!
- Trail conditions at Yahoo Falls area are in desperate need of attention and have been for years
- Trail not good to hike on but the park itself is great and so are the rangers
- Train ride was great, falls were beautiful
- Traveled through did not use any services. I grew up in the area and do appreciate what has become of the area.
- Upgrade pavement for better road biking opportunities.
- Very clean and well maintained
- Very educational and professionally presented
- Very enjoyable
- Very enjoyable visit. One of our favorite places to visit in the southeast!
- Very friendly ranger
- Very good, the kids (9 of them) enjoyed it. So did the nine adults.
- Very impressed on advancements this trip, to park
- Very nice park. We drove motorhome there and didn't have transportation to trailheads
- Very nice, enjoyable - the good in Rugby at Cafe. 4 star.
- Very nice!
- Very proud of Big South Fork. I tell all I meet they need to visit this park.
- We always enjoy visiting when our schedule allows
- We are local residents who use the hiking trails for exercise
- We attended the special event. Ghost train. The scenery and stories were excellent! We will do this next year!
- We come each weekend to ride our horses and to have purchased horse property in Spruce Creek Acres
- We enjoyed our time at the park. Rangers were friendly and helpful. Beautiful facility - preserve our parks!
- We enjoyed the campground at Bandy Creek very much and the park staff/rangers were so great! We will be back to camp next year.
- We enjoyed the train ride. Thank you.
- We had a picnic at a city park not far from the Big South Fork area.
- We had an excellent time visiting your facility and riding the train. The lunch was very nice also.
- We have visited Big South Fork for 25 years and we have lived on Highway 297 for the last 6 years. And we love it here!
- We like Bandy Creek Campground
- We live close by and we visit often
- We live close enough we have enjoyed the park for years. We've hiked, camped, picnicked, and hunting. We are very lucky to live close to such a wonderful place.
- We look forward to returning and enjoying the beauty of the area
- We love BSFNRRA - please preserve and protect - we're willing to help
- We love coming to BSF; are grateful for the opportunity to ride the trails; love bringing the horses.
- We love going there it is a beautiful place. We are proud it is there.
- We love it
- We love it - please keep it wild and natural
- We love it here
- We love it here
- We love it here!

- We love it. The rangers and people that come around to check on things are great.
- We love Rugby!
- We love the hospitality toward horse people. BSF is the place to go for riding!
- We love the park. Thank you! I would love to buy some of the native plants.
- We love the peace and quiet!
- We love the trail system and its maintenance - would enjoy more single horse trails!
- We love the trails
- We love to camp at Bandy Creek. The employees at the camp area and the stables are great! Clean is very important and it always is. Thanks. Enforcement of dog doody cleanup could improve. Possible limit of number of dogs per campsite would help.
- We love visiting here. I am a teacher in Scott County and we participate in parks in the classroom. My family and I enjoy hiking and the falls very much. We do that several times each season.
- We love visiting the park because of the beauty and solitude
- We loved each and every visit. Great people here in the Big South Fork. We will be back soon. Ranger Mr. Bill helped to take pictures of my grandson and I and Joetta is a great lady, we love her!
- We loved it! The music before the train ride was great. We really enjoyed the whole entire experience from the time we arrived to the time we left.
- We loved it. We will be back to visit.
- We loved the horse trails and really enjoyed the AERC endurance ride and will come back to do it again
- We loved the scenery
- We loved the trip and expect to visit again
- We own a vacation rental very near the park and utilize trails, programs, and activities within the park, then write recommendations for our customers
- We really enjoy the horse trails and appreciate the park hosting an AERC endurance race
- We really enjoyed it and the train ride was great, we are already planning another trip soon! Thanks guys!
- We really enjoyed the musicians and the train ride. Another stop or two for pictures would be nice.
- We think the BSF could inexpensively provide an improved access by partnering with historic rugby and state natural area
- We visit Big South Fork roughly 3 or 4 times monthly and it is a beautiful place keep up the good work
- We will be back
- We'll probably return with more people
- What a beautiful area - hope to return several more times
- Wonderful staff at the park!
- Wonderful time, will come again just not enough time
- Wonderful!
- Would like more mountain biking and pavilion at ride camp for endurance horse riders
- Would like to see more mountain bike trails.
- Would need more than three lines for this. But overall I love it and so do my kids, ages ten and eleven.
- You all do a great job keep up the good work



## **Appendix 1: The Questionnaire**







U.S. Department of the Interior  
National Park Service  
Social Science Program  
Visitor Services Project



## Big South Fork National River and Recreation Area Visitor Study



IN REPLY REFER TO:

September 2012

Dear Visitor:

Thank you for participating in this study. Our goal is to learn about the expectations, opinions, and interests of visitors to Big South Fork National River and Recreation Area. This information will assist us in our efforts to better manage this park, and to serve you.

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete this questionnaire. Seal it in the postage-paid envelope provided and drop it in any U.S. Postal mailbox.

If you have any questions, please contact Lena Le, NPS VSP Assistant Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-2585, email: [lenale@uidaho.edu](mailto:lenale@uidaho.edu).

We appreciate your help.

Sincerely,

*Niki Stephanie Nicholas*

Niki Stephanie Nicholas  
Superintendent



United States Department of the Interior

NATIONAL PARK SERVICE  
Big South Fork National River and Recreation Area  
4564 Leatherwood Road  
Oneida, TN 37841

Your Visit To Big South Fork National River and Recreation Area

NOTE: In this questionnaire, your personal group is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as a school, church, scout, or tour group.

DIRECTIONS

At the end of your visit:

- 1. Please have the selected individual (at least 16 years old) complete this questionnaire.
- 2. Answer the questions carefully since each question is different.
- 3. For questions that use circles (O), please mark your answer by filling in the circle with **black or blue ink**. Please do not use pencil.
- Like this: ● Not like this: ⊗ ⊘ ⊙
- 4. Seal it in the postage-paid envelope provided.
- 5. Drop it in a U.S. Postal mailbox.

**Paperwork Reduction Act Statement:** The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Big South Fork National River and Recreation Area. Your response is voluntary. Your name and address have been requested for follow-up purposes only. At the completion of this collection all names and personal information will be destroyed and in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. We estimate that it will take an average of 20 minutes to complete the survey associated with this collection of information. You may send comments concerning the burden estimates or any aspect of this information collection to Lena Le, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: lenale@uidaho.edu.

- 1. a) Prior to this visit, how did your personal group obtain information about Big South Fork National River and Recreation Area (NRRA)? Please mark (●) all that apply in column (a).

- ☐ Did not obtain information prior to visit → Go to part (b) of this question
- b) If you were to visit Big South Fork NRRA in the future, how would your personal group prefer to obtain information about the park? Please mark (●) all that apply in column (b).

a) This visit	b) Future visit	Source of information
<input type="radio"/>	<input type="radio"/>	Friends/relatives/word of mouth
<input type="radio"/>	<input type="radio"/>	Big South Fork NRRA website: www.nps.gov/biso
<input type="radio"/>	<input type="radio"/>	Other websites — Which one(s)? _____
<input type="radio"/>	<input type="radio"/>	Inquiry to park via phone, mail, or email
<input type="radio"/>	<input type="radio"/>	Local businesses (hotels, motels, restaurants, etc.)
<input type="radio"/>	<input type="radio"/>	Maps/brochures
<input type="radio"/>	<input type="radio"/>	Newspaper/magazine articles
<input type="radio"/>	<input type="radio"/>	Other units of the National Park System (NPS)
<input type="radio"/>	<input type="radio"/>	Previous visits
<input type="radio"/>	<input type="radio"/>	School class/program
<input type="radio"/>	<input type="radio"/>	Social media (such as Facebook, Twitter, etc.)
<input type="radio"/>	<input type="radio"/>	State welcome center/visitors bureau/chamber of commerce
<input type="radio"/>	<input type="radio"/>	Television/radio programs/DVDs
<input type="radio"/>	<input type="radio"/>	Travel guides/tour books (such as AAA, etc.)
<input type="radio"/>	<input type="radio"/>	Other, this visit (Specify) _____
<input type="radio"/>	<input type="radio"/>	Other, future visit (Specify) _____

- c) From the sources you used prior to this visit, did your personal group receive the type of information about the park that you needed?

☐ No ☐ Yes → Go to Question 2

- d) If NO, what type of park information did your personal group need that was not available? Please be specific.

2. a) Prior to your visit, were members of your personal group aware of food storage regulations in bear country at Big South Fork NRRRA?

☐ Yes ☐ No

- b) During your visit, did your personal group learn about bear country food storage regulations from rangers, brochures, exhibits, or by other means?

☐ Yes ☐ No

3. On this visit, how much **total** time (both on land and on the river) did your personal group spend visiting Big South Fork NRRRA? Please list partial hours or days as  $\frac{1}{4}$ ,  $\frac{1}{2}$ , or  $\frac{3}{4}$ .

Number of hours, if **less than 24 hours**

OR

Number of days, if **24 hours or more**

4. a) Was every member in your personal group a resident (year round or part time) of Big South Fork NRRRA or of the **area** (within 50 miles of the park)?

☐ No ☐ Yes → **Go to Question 5**

- b) For the non-resident members in your personal group, what was the primary reason they came to the Big South Fork NRRRA **area** (within 50 miles of the park) on this trip? Please mark (●) **one**.

- ☐ Visit Big South Fork NRRRA
- ☐ Visit other national/state/local public lands
- ☐ Visit other attractions in the area
- ☐ Visit friends/relatives in the area

☐ Business

☐ Just passing through to another destination

☐ Other (Please specify) \_\_\_\_\_

5. a) On this trip, did your personal group stay overnight away from home inside Big South Fork NRRRA or in the **area** (within 50 miles of the park)?

☐ Yes ☐ No → **Go to Question 6**

- b) If YES, please list the number of nights your personal group stayed inside Big South Fork NRRRA and in the local **area** (within 50 miles of the park).

Number of nights **inside** Big South Fork NRRRA \_\_\_\_\_

Number of nights in Big South Fork NRRRA **area** (within 50 miles) \_\_\_\_\_

- c & d) In which type(s) of accommodations did your personal group spend the night(s) inside the park and in the local area? Please mark (●) **all** that apply.

Accommodation	c) Inside park	d) Outside park
Lodge, motel, rented condo/home, cabin, B&B	<input type="radio"/>	<input type="radio"/>
Residence of friends or relatives	<input type="radio"/>	<input type="radio"/>
RV/trailer/tent camping in a developed campground	<input type="radio"/>	<input type="radio"/>
Backcountry camping	<input type="radio"/>	<input type="radio"/>
Horse camp	<input type="radio"/>	<input type="radio"/>
Personal seasonal residence	<input type="radio"/>	<input type="radio"/>
Other (Please specify below)	<input type="radio"/>	<input type="radio"/>

c) Inside park \_\_\_\_\_ d) Outside park \_\_\_\_\_

6. On this trip to Big South Fork NRRRA area, please mark (●) **all** other attractions in the area that your personal group visited.

☐ Visited Big South Fork NRRRA only → **Go to Question 7**

☐ Cumberland Falls State Resort Park ☐ Historic Rugby, TN

☐ Cumberland Trail State Park ☐ Historic Stearns, KY

☐ Pickett State Rustic Park and Forest ☐ Other (Specify below) \_\_\_\_\_

7. On this visit, were the signs directing your personal group to and around Big South Fork NRRRA adequate? Please mark (●) **one** answer for each of the following.

a) Interstate signs ☐ Yes ☐ No ☐ Did not use

b) State highway signs ☐ Yes ☐ No ☐ Did not use

c) Signs in local communities ☐ Yes ☐ No ☐ Did not use

d) Signs in the park ☐ Yes ☐ No ☐ Did not use

e) If you answered NO for any of the above, please explain.

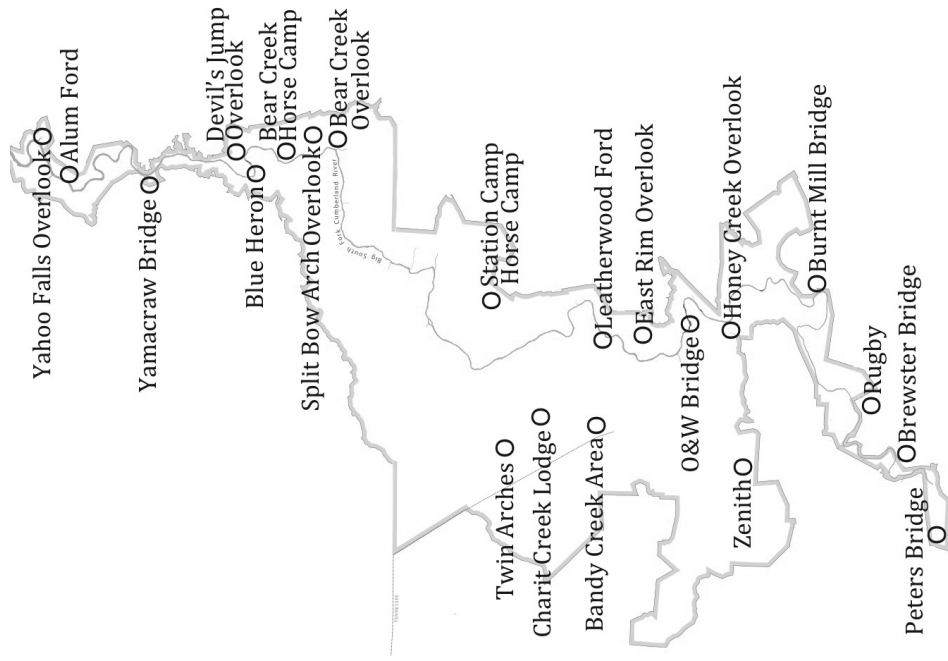
Interstate \_\_\_\_\_

State highway \_\_\_\_\_

In local communities \_\_\_\_\_

In park \_\_\_\_\_

8. On this visit to Big South Fork NRRRA, please mark (●) all the sites within the park that your personal group visited on the map below.



9. a) On this visit, in which activities did your personal group participate within Big South Fork NRRRA? Please mark (●) all that apply in column (a).

b) If you were to visit the park in the future, in which activities would your personal group prefer to participate within the park? Please mark (●) all that apply in column (b).

a) This visit	b) Future visit	Activity
<input type="radio"/>	<input type="radio"/>	Attending ranger-led talks/programs
<input type="radio"/>	<input type="radio"/>	Biking
<input type="radio"/>	<input type="radio"/>	Birdwatching/wildlife viewing/wildflower viewing
<input type="radio"/>	<input type="radio"/>	Camping in developed campground
<input type="radio"/>	<input type="radio"/>	Climbing
<input type="radio"/>	<input type="radio"/>	Fishing
<input type="radio"/>	<input type="radio"/>	Hiking/walking
<input type="radio"/>	<input type="radio"/>	Horseback riding/wagon riding
<input type="radio"/>	<input type="radio"/>	Hunting/trapping
<input type="radio"/>	<input type="radio"/>	Obtaining National Park passport stamp
<input type="radio"/>	<input type="radio"/>	Overnight backpacking
<input type="radio"/>	<input type="radio"/>	Participating in Junior Ranger programs
<input type="radio"/>	<input type="radio"/>	Picnicking
<input type="radio"/>	<input type="radio"/>	Stopping at scenic overlooks
<input type="radio"/>	<input type="radio"/>	Water sports (rafting, canoeing, kayaking, etc.)
<input type="radio"/>	n/a	Other – this visit Specify)
n/a	<input type="radio"/>	Other – future visit (Specify)

10. a) Please mark (●) **all** the information services and facilities that your personal group **used** at Big South Fork NRRA during this visit.
- b) For only those services and facilities that your personal group **used**, please rate their importance to your visit from 1-5.
- c) For only those services and facilities that your personal group **used**, please rate their quality from 1-5.

a) Information services/facilities used? Mark (●)	b) If used, how important? 1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good

- |   |       |       |
|---|-------|-------|
| <input type="radio"/> Assistance from park staff  | _____ | _____ |
| <input type="radio"/> Bookstore sales items<br>(selection, price, etc.)   | _____ | _____ |
| <input type="radio"/> Campgrounds   | _____ | _____ |
| <input type="radio"/> Chant Creek Lodge   | _____ | _____ |
| <input type="radio"/> Junior Ranger program   | _____ | _____ |
| <input type="radio"/> Park brochure/map   | _____ | _____ |
| <input type="radio"/> Park newspaper  | _____ | _____ |
| <input type="radio"/> Park website: <a href="http://www.nps.gov/biso">www.nps.gov/biso</a><br>used before or during visit | _____ | _____ |
| <input type="radio"/> Ranger-led programs   | _____ | _____ |
| <input type="radio"/> Roadside overlook exhibits  | _____ | _____ |
| <input type="radio"/> Scenic Railway Train  | _____ | _____ |
| <input type="radio"/> Stables   | _____ | _____ |
| <input type="radio"/> Trails  | _____ | _____ |
| <input type="radio"/> Visitor center exhibits   | _____ | _____ |
| <input type="radio"/> Visitor center (overall)  | _____ | _____ |

11. If you were to visit Big South Fork NRRA in the future, what additional facilities would your personal group like to have available? Please be specific.

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12. If you were to visit Big South Fork NRRA in the future, what would your personal group like to have available for purchase at the visitor center bookstore?

☐ Nothing → **Go to Question 13**

☐ Additional publications (books, brochures, maps, etc.)

List subjects that you are interested in \_\_\_\_\_

☐ Convenience items (disposable cameras, batteries, bottled water, etc.)

☐ Souvenir items (tee shirts, etc.)

☐ Other (Please specify) \_\_\_\_\_

13. For this visit, which were the reasons that your personal group chose to visit Big South Fork NRRA rather than other destinations? Please mark (●) **all** that apply.

☐ A national park site ☐ Horseback riding opportunities

☐ Area that closest to home ☐ Hunting/fishing opportunities

☐ Bicycling opportunities ☐ Most affordable

☐ Hiking/camping opportunities ☐ Scenery

☐ Historical/cultural resources ☐ Special events

☐ Water sport opportunities (rafting, canoeing, kayaking, etc.)

☐ Other (Please specify) \_\_\_\_\_

14. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Big South Fork NRRA during this visit? Please mark (●) **one**.

Very poor	Poor	Average	Good	Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. If you were a manager planning for the future of Big South Fork NRRA what would your personal group propose?

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16. It is the National Park Service's responsibility to protect Big South Fork NRRA natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following resources/attributes in the park to your personal group? Please mark (●) **one** answer for each resource/attribute.

Resource/attribute	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Backcountry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean air (visibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear night sky	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural landscapes (including historic farms and historic buildings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developed recreation facilities (campgrounds, trails, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native wildlife/fish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural features (such as the gorge, arches, streams)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. For your personal group, please estimate all expenditures for the items listed below for this visit to Big South Fork NRRA and the surrounding area (within 50 miles of the park). **Please write "0" if no money was spent in a particular category.**

- a) Please list your personal group's total expenditures inside Big South Fork NRRA
- b) Please list your personal group's total expenditures in the communities in surrounding area outside the park (within 50 miles of the park).

NOTE: Surrounding area residents should only include expenditures that were just for this trip to Big South Fork NRRA.

Expenditures	a) Inside Big South Fork NRRA	b) In the communities within 50 miles
Spent no money (●)	<input type="radio"/>	<input type="radio"/>
Lodge, motel, rented condo/home, cabin, etc.	\$ _____	\$ _____
Camping fees and charges (including backcountry)	\$ _____	\$ _____
Horseback riding guide fees and charges	\$ _____	\$ _____
Water rafting/kayaking/canoeing guide fees and rental charges	\$ _____	\$ _____
Other guide fees and charges	\$ _____	\$ _____
Restaurants and bars	n/a	\$ _____
Groceries and takeout food	n/a	\$ _____
Gas and oil (auto, RV, boat, etc.)	n/a	\$ _____
Train tickets from Stearns to Blue Heron	n/a	\$ _____
Other transportation expenses (rental cars, auto repairs, taxis, but NOT airfare)	n/a	\$ _____
Admission, recreation, entertainment fees	n/a	\$ _____
All other expenditures (souvenirs, books, sporting goods, donations, etc.)	\$ _____	\$ _____

- c) How many people do the above expenses cover? Please write "0" if no children were covered by the expenditures.

\_\_\_\_\_ Adults (18 years or over) \_\_\_\_\_ Children (under 18 years)







## Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

The VSP database website (<http://vsp.uidaho.edu>) allows data searches for comparisons of data from one or more parks.

For more information please contact:

Visitor Services Project  
Park Studies Unit  
College of Natural Resources  
University of Idaho  
875 Perimeter Drive MS 1139  
Moscow, ID 83843-1139

Phone: 208-885-2585  
Fax: 208-885-4261  
Email: [lenale@uidaho.edu](mailto:lenale@uidaho.edu)  
Website: <http://www.psu.uidaho.edu>



## Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, we used five variable group type, group size, age of the group member (at least 16 years old) completing the survey, whether the park was the primary destination for the visit, and visitor's place of residence proximity to the park to check for non-response bias.

Chi-square tests were used to detect the difference in the response rates among different group types, whether the park was the primary destination for this visit, and visitor's place of residence and proximity to the park. The hypothesis was that there is no significant difference across different categories (or groups) between respondents and non-respondents. If the p-value is greater than 0.05, the difference between respondents and non-respondents is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondent's and non-respondent's average age and group size. The p-values represent the significance levels of these tests. If p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Therefore, the hypotheses for checking non-response bias are:

1. Respondents from different group types are equally represented
2. Respondents and non-respondents are not significantly different in term of proximity from their home to the park
3. Respondents and non-respondents are not significantly different in term of reason for visiting the park
4. Average age of respondents – average age of non-respondents = 0
5. Average group size of respondents – average group size of non-respondents = 0

As shown in Tables 3 to 6, the p-values for respondent/non-respondent comparisons for all variables are less than 0.05, indicating significant differences between respondents and non-respondents. Visitors at younger age range (less than 45 years old), visitors who traveled alone, and visitors who live in within 50 miles radius of the park appear to be less responsive to the survey. Due to these differences the results of the survey may have some nonresponse bias and need to be interpreted with caution.

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**National Park Service  
U.S. Department of the Interior**



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